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No.	Requirements	Compliance	Status	If Applicable	Source	If Applicable	Comments
				Required Inputs			
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
487	The Contractor shall notify the customer when the transponder changes status.						
1.4.10.	**Incoming Customer Communication**						
488	The Contractor shall provide the capability to track, store and electronically view all incoming customer contact-related information on all account types.						
489	The Contractor shall provide the capability to associate incoming customer communication with the account for all communication channels in accordance with the Security Standards, including but not limited to:						
	· phone;						
	· email (including attachments);						
	· Self-Service Website;						
	· Self-Service Mobile Application (Phase II and optional);						
	· chat;						
	· text messaging;						
	· fax;						
	· mail and						
	· in-person contact.						
490	The Contractor shall provide the capability to track and account for all incoming customer communication.						
491	The Contractor shall provide the capability for a CSR to upload a file and have it associated with an account, including but not limited to:						
	· an audio file from a recorded conversation;						
	· a PDF file, such as, an outbound email or mail piece and						
	· an image file, such as, a scanned document emailed by a customer.						
492	The Contractor shall provide the capability to view data files or play audio files associated with accounts.						
493	The Contractor shall provide the capability to scan incoming print communications and save the resulting image in the BOS. The Contractor's solution shall be robust, enterprise-level and integrated with the BOS and with capabilities including but not limited to:						
	· bulk scanning;						
	· indexing, sorting, collating;						
	· bulk demographic data entry and						
	· automatic assignment to accounts.						
	The Contractor shall provide the capability to categorize all incoming communication via drop-down menu options (Configurable), including but not limited to:						
	· application;						
	· account close request;						
	· account information change;						
	· administrative review request;						
	· Affidavit of Non-Liability;						
	· bankruptcy document;						
	· Clean Air Vehicle proof;						
	· complaint;						
	· contest notice;						

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494	· death certificate; · dispute; · divorce decree; · financial hardship; · general correspondence/inquiry; · lease agreement; · marriage license; · other miscellaneous; · payment; · police report; · proof that the vehicle was rental or leased vehicle; · proof that the vehicle was sold/stolen; · rental car agreement; · returned mail – with forwarding address; · returned mail – without forwarding address; · sale documentation; · transponder request and · vehicle registration.						
495	The Contractor shall provide the capability to search for all incoming communication.						
496	The Contractor shall provide the capability to create a Case for each incoming communication piece scanned into the BOS. Each scanned communications piece will either initiate a new Case or be associated with an existing one, as determined by an Authorized User.						
497	Create a customer contact record for all automated customer contacts. For example, if the customer provides a new address and phone number, the BOS shall automatically create a contact record that says customer contacted the BOS via Self-Service Website to update address and cell phone number.						
498	The Contractor shall provide the capability to track contacts based on channel or contact reasons.						
499	The Contractor shall provide the capability to set and maintain customer contact attributes, including but not limited to: · channels; · date and time; · actions; · contact reasons; · comments and · comment category.						
1.5.	**Image Transfer and Transaction/Trip Processing**						
1.5.1.	**Transaction/Trip Transfer**						
	The ETTM System captures transactions and images for Transponder-Based Transactions/Trips and Image-Based Transactions/Trips and handles automatic and manual image review. The transaction/trip is created by the ETTM System. The ETTM System sends the full formed trip, associated transactions, image(s) and license plate data (if needed) to the BOS.						
500	The Contractor shall provide the capability to accept and store images related to transactions/trips, Violations, I-Tolls from the ETTM System in accordance with ICD.						

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501	The Contractor shall provide the capability for customers and Authorized Users to retrieve, view and print images related to transactions/trips, Violations and I-Tolls.						
502	The Contractor shall provide the capability to associate images with the related transaction/trip in the BOS based on information provided by the ETTM System.						
503	The Contractor shall provide the capability to transmit the status of image acquisition errors to the ETTM System Contractor and the PMMS.						
504	The Contractor shall provide the capability to categorize failed images into error codes and exception codes for reporting purposes.						
505	Reconcile and report transaction file discrepancies, errors and rejects by reason.						
506	The Contractor shall provide the capability to send and receive all data and files between the ETTM System and the BOS in compliance with the ETTM System Contractor's ICDs, and any updates made to them must meet the Requirements of the Statement of Work and Requirements.						
507	The Contractor shall provide the capability to support a list of ETTM Systems with which the BOS shall Interface to receive Transponder-Based and Image-Based Transactions. All received transactions/trips shall be verified against the list of ETTM Systems.						
508	The Contractor shall provide the capability to receive and maintain a listing of each Toll Facility's tolling points and lanes (including designation of direction) from which the BOS shall receive transactions/trips. All transactions/trips received shall be verified against the Toll Zone and lane (including designation of direction) listing for each Toll Facility.						
509	The Contractor shall provide the capability to receive and process Transponder-Based and Image-Based Transactions/Trips from each ETTM System.						
510	The Contractor shall provide the capability to validate the Transponder-Based Transactions/Trips and Image-Based Transactions/Trips transmitted by the ETTM System meet the Requirements of the ICD.						
511	The Contractor shall provide the capability to validate the transactions/trips to ensure compliance to Interface Requirements and established parameters for each Toll Facility and identify errors and exceptions.						
512	The Contractor shall provide the capability to accept, but not Post to accounts or process further Transponder-Based and Image-Based Transactions/Trips that have failed the verifications and cannot be processed further as submitted for collecting tolls at the BOS. Such rejected transactions/trips include but are not limited to: · transactions/trips are older than the established parameters; · transactions/trips do not belong to Toll Facilities on the Toll Facilities list; · transactions/trips do not belong to a Toll Zone on the Toll Facility list; · internal transponder identification number is not valid; · transaction/trip is a duplicate of a Posted Transponder-Based Transaction/Trip on the account; · transaction/trip is a duplicate of a Posted I-Toll Transaction/Trip on the account; · transaction/trip is a duplicate of a Violation transaction/trip on the account; · transaction/trip was rejected by the Interoperable/CTOC Agency and · transaction/trip is not in compliance with the ICD.						
	The Contractor shall provide the capability to identify duplicate transaction/trip verification (Configurable) for each Toll Facility, based on various criteria, including but not limited to: · Toll Facility; · Toll Zone;						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
513	· direction of travel;						
	· lane;						
	· transaction/trip time differential;						
	· transaction/trip type:						
	· account type;						
	· license plate number and						
	· transponder number.						
514	The Contractor shall provide the capability to reconcile transmitted transaction/trip counts and errors by date sent to the BOS and Transaction/Trip Date and Time.						
515	The Contractor shall provide the capability to categorize failed transactions/trips into error codes and exception codes for reporting purposes.						
516	The Contractor shall provide the capability to accept and process corrected transactions/trips that have been previously rejected.						
1.5.2.	**Transmission Error Identification**						
517	The Contractor shall provide the capability to send status of transaction/trip transmission and/or verification errors to the PMMS.						
518	The Contractor shall provide the capability to identify when the actual number of Transponder-Based Transactions/Trips and Image-Based Transactions/Trips received from an ETTM System is a percentage (Configurable) below the expected number for each Toll Zone and lane based on historical volumes and send an Operational Alert Notification to the PMMS.						
519	The Contractor shall provide the capability to identify when percentage (Configurable) of trips sent as image-based has increased compared to historical data and send an Operational Alert Notification to the PMMS.						
520	The Contractor shall provide the capability to identify when the actual number of images acquired is a percentage (Configurable) below the expected amount for each Toll Zone and lane and send an Operational Alert Notification to the PMMS.						
521	The Contractor shall provide the capability to create transmission failure Alerts based on parameters, including but not limited to missing plazas and delayed transactions by Toll Facility and transaction/trip type.						
522	The Contractor shall provide the capability to identify if there are missing images from a specific Toll Zone (Configurable number over a Configurable period of time) and send an Operational Alert Notification to the PMMS.						
523	The Contractor shall provide the capability (Configurable) to retry the acquisition of images for transactions/trips initially identified as not having images.						
524	The Contractor shall provide the capability to match the acquired image with its transaction/trip.						
525	The Contractor shall provide the capability to identify transactions/trips for which images were expected but are missing and generate an Operational Alert Notification to the PMMS if images are missing for more than a number of transactions/trips (Configurable) and after an amount (Configurable).						
526	The Contractor shall provide the capability to transmit the status of image acquisition errors to Authorized Users.						
527	The Contractor shall provide the capability to categorize failed images into error codes and exception codes for reporting purposes.						

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1.5.3.	**Interoperability**						
	The Authority is already Interoperable with the other toll agencies in California. During the Implementation Phase and Operations and Maintenance Phase, it is likely that Interoperability will expand to include all U.S. states and regions. The Authority intends to participate in regional and national Interoperability.						
	The BOS and the Interoperable/CTOC Agencies shall exchange files in accordance with the most current ICDs.						
528	Provide the capability to create/transmit and receive/process all Interoperable/CTOC files in accordance with the latest WRTO/CTOC ICD. See Attachment A: WRTO and CTOC Technical Specification for Interagency Electronic Data Interchange for current ICD.						
529	Provide the capability to create/transmit and receive/process all Interoperable/CTOC files in accordance with the Authority's Business Rules. The Contractor shall support Interoperable agencies that will be on different versions of the WRTO/CTOC ICD throughout the Term of the Agreement.						
1.5.3.1.	**OCTA Customers on Interoperable Agency Facilities**						
	Customers who have an Active Registered account may use the Toll Facilities of Interoperable/CTOC Agencies. Transactions/trips generated on the Interoperable facilities will be transmitted to the BOS for processing and Posting to accounts. Interoperable/CTOC Agencies will receive disposition for each submitted transaction/trip in accordance with their individual Interoperable/CTOC Agency ICD. Images will not be provided by Interoperable Agencies. The BOS shall meet the following Requirements related to Transponder-Based Transactions/Trips and Image-Based Transactions/Trips submitted by Interoperable/CTOC Agencies.						
530	The Contractor shall provide the capability to create, transmit and exchange all data and files between the BOS and Interoperable/CTOC Agencies in compliance with the existing ICDs and any updates made to them to meet the Requirements of the Statement of Work.						
531	The Contractor shall provide the capability to receive and process Transponder-Based Transactions/Trips and Image-Based Transactions/Trips from the Interoperable/CTOC Agencies.						
532	The Contractor shall provide the capability to validate that the Transponder-Based Transactions and Image-Based Transactions/Trips transmitted by the Interoperable/CTOC Agencies meet the criteria for qualification, including but not limited to:						
	· Transponder-Based Transactions/Trips and Image-Based Transactions/Trips transmitted by the Interoperable/CTOC Agencies are Posted when the associated account and transponder were active;						
	· Transponder-Based Transactions/Trips and Image-Based Transactions/Trips meet the Requirements of the ICD and						
	· Image-Based Transactions/Trips have a license plate number, Jurisdiction and Plate Type (if applicable), and the transaction occurred when the associated account and plate were active.						
533	The Contractor shall provide transaction/trip disposition to Interoperable/CTOC Agencies for each submitted Transponder-Based Transaction/Trip and Image-Based Transaction/Trip.						
1.5.3.2.	**Interoperable/CTOC Customers on Authority Toll Facility**						

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	Interoperable/CTOC Agency customers who have accounts at other Interoperable/CTOC Agencies may use the Authority's Toll Facility. These customers may create Transponder-Based Transactions/Trips and Image-Based Transactions/Trips. The BOS identifies such transactions as Interoperable/CTOC Transactions/Trips, validates such transactions/trips are in compliance with Interoperable/CTOC ICDs and transmits them to the Interoperable/CTOC Agency for processing and Posting to the appropriate accounts. The Authority may assess a Configurable 'roaming/hub processing fee' based on the transaction/trip type. Interoperable/CTOC Agencies will transmit the disposition for each submitted transaction/trip to the BOS in accordance with their individual Interoperable/CTOC ICD.						
	The BOS shall meet the following Requirements related to Interoperable/CTOC Transponder-Based Transactions/Trips and Image-Based Transactions/Trips.						
534	The Contractor shall provide the capability to receive and validate Transponder-Based Transactions/Trips and Image-Based Transactions/Trips from the ETTM System.						
535	The Contractor shall provide the capability to validate that the Transponder-Based Transactions/Trips and Image-Based Transactions/Trips are in compliance with the Interoperable/CTOC ICDs.						
536	The Contractor shall provide the capability to, if configured, assess the appropriate 'roaming/hub processing fee' based on the transaction/trip type.						
537	The Contractor shall provide the capability to identify clean air vehicles and motorcycles for discounts from Interoperable/CTOC Agencies.						
538	The Contractor shall provide the capability to transmit Transponder-Based Transactions/Trips and Image-Based Transactions/Trips to the appropriate Interoperable/CTOC Agency.						
539	The Contractor shall provide the capability to receive transaction/trip disposition from the Interoperable/CTOC Agencies for each transmitted Transponder-Based Transaction/Trip and Image-Based Transaction/Trip.						
540	The Contractor shall provide the capability to invoice IOP, make payments to IOP and receive post payments from IOP, retain and aging of IOP receivables.						
1.5.4.	**Monitoring – Operations and System Performance**						
	The Authority requires monitoring tools to effectively track and manage operations with the goals of optimizing efficiency, performance and customer service. The Authority requires clear visual and graphical representation of the workflow statuses and the provision of Alerts to identify backlogs and problems on a timely basis.						
541	The BOS shall provide pictorial representations (dashboard) of the BOS operations and performance, and Authorized Users performance and productivity at all stages of inbound customer contact points and operations process flow.						
542	The BOS shall provide Authorized Users the ability to customize and personalize their dashboard to display data elements selected by the user.						
543	The BOS shall provide user interface in real-time to review and be alerted to problems, exceptions, issues and variance from Performance Measures by means of conditional formatting.						
544	The BOS shall provide users with the capability to drill to the individual details and back-up information of any transaction/trip state, status or problem.						
545	The BOS shall provide user interface to establish various thresholds (Configurable) to monitor and assess BOS and operations performance in areas such as inbound calls, emails, chat, cases, transponder requests, etc.						

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546	The BOS shall generate automated notifications to the PMMS when specified deviations from established thresholds are detected within a user defined period of time (Configurable) and provide such notifications on the dashboard.						
1.5.5.	**Transaction/Trip Processing Lists**						
1.5.5.1.	**Processing Exception List**						
	The Processing Exception List is a list of license plates and transponders used to identify Transponder-Based Transactions/Trips and Image-Based Transactions/Trips that require manual review and disposition prior to final processing due to known customer service and/or processing issues.						
547	The Contractor shall provide the capability to maintain a separate Processing Exception List of license plates and transponders for each Toll Facility.						
548	The Contractor shall provide the capability for Authorized Users to add, delete and maintain the Processing Exception List of license plates and transponders.						
549	All changes to the Processing Exception List shall require Authority Approval.						
550	The Contractor shall provide the capability for Authorized Users to enter effective start and end dates for each license plates and transponder.						
551	The Contractor shall provide the capability for Transponder-Based Transactions/Trips and Image-Based Transactions/Trips that are active on the Processing Exception List to not be processed by the BOS until manually reviewed and dispositioned.						
552	The Contractor shall provide the capability via a processing exception screen to review each transaction and image and either reintroduce the Transponder-Based Transactions/Trips and Image-Based Transactions/Trips for normal BOS processing or have them remain unprocessed.						
553	The Contractor shall provide the capability via a processing exception screen to review Transponder-Based Transactions/Trips and Image-Based Transactions/Trips multiple times before reintroducing them for BOS processing.						
554	The Contractor shall provide the capability for reintroduced Transponder-Based Transactions/Trips and Image-Based Transactions/Trips to follow all of the applicable processing rules. For example, if the time process time threshold has been exceeded the normal dispositioning process would occur.						
555	All Transponder-Based Transactions/Trips and Image-Based Transactions/Trips subject to the processing exceptions shall be included in all applicable transactional and financial reporting.						
1.5.5.2.	**Plate Correction List**						
	The Plate Correction List contains license plate numbers identified by the CSC Operations as being problematic based on customer disputes or QA processes and requiring analysis and correction by the ETTM System Contractor to prevent recurring issues.						
556	The Contractor shall provide the capability to provide a separate Plate Correction List for each Toll Facility.						
557	The Contractor shall provide the capability for Authorized Users to add, delete and maintain the Plate Correction List of license plates with all available plate information.						
558	The Contractor shall provide the capability for Authorized Users to electronically send the Plate Correction List to the ETTM System Contractor.						
559	The Contractor shall provide the capability to search for, retrieve and correct plates added to the Plate Correction List to avoid the same errors from occurring for transactions that are in process.						
1.5.6.	**Customer Validation and Transaction/Trip Posting**						

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	Upon the completion of the initial verifications and processing, the BOS shall attempt to Post the transactions/trips to accounts. The sequence in which the Posting occurs is determined during design.						
1.5.6.1.	**Transaction/Trip Posting - General**						
	Generally, the toll rate assigned by the ETTM System is the rate that the customer is charged. On Express Lane facilities, the toll rate depends on the numbers of occupants in the vehicle. Some transponders have the ability to indicate the number of occupants in the vehicle depending on where the customer has set the switch. Account Plans, plate codes and transponder codes such as the Clean Air Vehicle or motorcycle may also affect the toll rate. During the Operations and Maintenance Phase, it is anticipated that the occupancy required to receive a discounted or $0 toll rate will change (for example, from 2+ to 3+).						
560	The Contractor shall provide the capability to set and maintain rules (Configurable) that define the order and sequence in which transactions/trips are processed for Posting to the various account types.						
561	The Contractor shall use the Authority's Business Rules and existing hierarchy in developing the rules for Posting trips.						
562	The Contractor shall provide the capability to set and maintain rules (Configurable) that define the order in which the transactions/trips shall be processed and their final outcome, including but not limited to: · type of the transaction/trip (Transponder-Based or Image-Based); · the submitting Entity (Toll Facility, Authority or Interoperable/CTOC Agency); · the presence of a transponder in the transaction/trip; · account type; · account status; · the status of the transponder at the time of the transaction/trip and · the availability of an image.						
563	The Contractor shall provide the capability to store multiple transponders per transaction/trip and charge the transponder according to the rules.						
564	The Contractor shall provide the capability to transmit Interoperable Transponder-Based Transactions/Trips to Interoperable/CTOC Agencies to Post to the Interoperable/CTOC Agency accounts.						
565	The Contractor shall provide the capability to validate Transponder-Based Transactions/Trips and account type and support the processing order (Configurable) of transactions/trips with transponders, per Business Rules.						
566	The Contractor shall process the transaction as an Image-Based Transaction if a Transponder-Based Transaction/Trip cannot be Posted to an account, but it contains the license plate data, then depending on the reject reason. For example, if a Transponder-Based Transaction/Trip was rejected by an Interoperable/CTOC Agency due to insufficient funds on the account, then the transaction/trip can be processed as an Image-Based Transaction/Trip if an image is available.						
567	The Contractor shall provide the capability to reprocess transactions as Image-Based Transactions/Trips if Transponder-Based Transactions/Trips cannot be Posted to an account and are rejected by the BOS, in accordance with the processing order (Configurable) based on the reject reason.						
568	The Contractor shall provide the capability to validate the transaction/trip and account type and support the processing order (Configurable) of Image-Based Transactions/Trips per Business Rules.						

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569	The Contractor shall provide the capability to insert pauses, of durations (Configurable), in transaction processing within the transaction/trip processing sequence to allow for other interactions (for example, a grace period to allow customer to provide payment before a transaction is Posted to a rental car account or an Unregistered account).						
570	The Contractor shall provide the capability to configure whether payments are guaranteed for both Transponder-Based Transactions/Trips and Image-Based Transactions/Trips for each Interoperable/CTOC Agency.						
571	The Contractor shall provide the capability to Post a Transponder-Based Transaction/Trip that is guaranteed for Interoperable/CTOC Agencies to the account, regardless of the account balance.						
572	The Contractor shall provide the capability to Post an Image-Based Transaction/Trip that is guaranteed for Interoperable/CTOC Agencies to the account, regardless of the account balance.						
573	The Contractor shall provide the capability to process Transponder-Based Transactions/Trips and Image-Based Transactions/Trips to an account based on date and time the transaction/trip was received by the BOS in First in First Out (FIFO) order.						
574	The Contractor shall provide the capability to attempt to Post a toll transaction/trip (OCTA or Interoperable/CTOC) that did not Post to the account initially at Configurable intervals for a Configurable amount of time.						
575	The Contractor shall provide the capability to Post tolls/trips based on the particular tolling location. For example, if the transponder has a non-revenue plan for a particular Toll Facility, then transactions/trips for that transponder are charged $0.00 for transactions/trips on that Toll Facility.						
1.5.6.2.	I-Toll Transaction/Trip Posting						
	Transponders sometimes fail to read when the customer uses the Toll Facilities. This results in the capture and processing of the customer license plate image by the ETTM System. An Image-Based Transaction/Trip along with the license plate image(s) and data is ultimately submitted to the BOS for processing. Accounts with a number of I-Tolls deemed excessive may be notified and those customers may be charged a fee.						
	The BOS identifies the license plate as belonging to the Authority or Interoperable/CTOC account and verifies that the Image-Based Transaction/Trip is eligible for Posting to the account as an I-Toll Transaction/Trip. An I-Toll shall be Posted to an account in accordance with Business Rules. For an Interoperable/CTOC account, an I-Toll shall be sent to the Interoperable Agency for processing only if the license plate is on the valid license plate file for the Transaction Date. Image(s) for I-Toll Transactions/Trips shall be retained by the BOS.						
576	The Contractor shall provide the capability to identify and Post I-Tolls belonging to the Authority or Interoperable/CTOC account based on a combination of factors, including but not limited to: · the account status at the time of the transaction/trip; · current account status; · account open date; · effective date and time range for the license plate on the account; · Account Plans associated with the account, transponder or license plate; · license plate number; · license plate Jurisdiction; · license Plate Type; · license plate status;						

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	· license plate image;						
	· whether the license plate was on the account at the time of the transaction/trip and						
	· the account balance.						
577	The Contractor shall store the image(s) associated with I-Toll Transactions/Trips.						
578	The Contractor shall provide the capability to check each time a license plate is added to a Registered account and when a license plate start date/time is changed and every day after until resolved to see if any Violations match that license plate and Post all applicable Violations to the account in accordance with Business Rules.						
579	The Contractor shall provide the capability to setup the parameters (Configurable) which trigger an Excessive I-Toll Notification.						
580	The Contractor shall provide the capability to set up the parameters (Configurable), which trigger the application of the Excessive I-Toll fee, including a grace period after a customer is notified.						
581	The Contractor shall provide the capability to apply the Excessive I-Toll fee in the future only when a percentage (Configurable) of monthly transactions are processed by plate.						
1.5.6.3.	**Toll and Discount Posted**						
	The transactions/trips submitted by the ETTM System and the Interoperable/CTOC Agencies will contain multiple toll rates based on the Toll Facility or Interoperable/CTOC Agency, the type of facility and the transaction/trip type (listed below). Based on the Business Rules, the BOS shall apply the applicable discounts and charge the account the correct toll rate.						
582	The Contractor shall provide the capability to apply applicable discounts for Account Plans associated with the account, transponder or license plate to the Transponder-Based and Image-Based Transactions/Trips.						
583	The Contractor shall provide the capability to Post the appropriate toll and discounts to Transponder-Based Transactions/Trips and the Image-Based Transactions/Trips based on various conditions (Configurable), including but not limited to: · type of transaction/trip received from the ETTM System, for example non-revenue; · type of transaction/trip received from the Interoperable/CTOC Agencies; · type of Toll Facility, for example Express Lanes; · account balance; · type of transaction/trip at the time of Posting (FasTrak, I-Toll or Violation); · account type; · Flags on the account, for example Excessive I-Toll and · transponder and plate designators (CAV).						
1.5.6.4.	**Owner Identification**						
	For those Image-Based Transactions/Trips that do not Post to an existing account or Interoperable/CTOC account, the registered owner name and address information for the vehicle (based on the license plate) needs to be obtained from DMV or ROV Lookup Provider sources.						
584	The Contractor shall establish a direct Interface with the California Department of Motor Vehicles (DMV) to perform an ROV look up for each transaction with California license plates.						
585	The Contractor shall establish a direct Interface with the Arizona, Oregon and Nevada Department of Motor Vehicles (DMV) to perform an ROV look up for any applicable trip.						

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							Required Inputs
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
586	The Contractor shall provide a ROV Lookup Service Provider to be used to perform an ROV Lookup for each transaction with license plates from all other States, the District of Columbia and the U.S. Government.						
587	The Contractor shall provide the capability to identify California temporary plates based on numbering sequence and other information provided by the DMV.						
588	The Contractor shall provide the capability to lookup temporary license plates issued by the California DMV utilizing a separate database for temporary plates.						
589	The Contractor shall provide the capability to obtain and store Vehicle Identification Number (VIN) for a temporary license plate and using the VIN, associate the temporary license plate to permanent plate to ensure only a single Unregistered account is created for the vehicle and that California DMV hold is placed on the permanent plate, if applicable.						
590	The Contractor shall provide the capability to manage addresses associated with Protected Plates agencies, which is the agency name returned from the DMV or ROV Lookup Provider for license plates of customers affiliated with federal, state or local agencies allowed to shield addresses. including but not limited to: · allow Authorized Users to input, delete and update the addresses associated with Protected Plates agencies; · electronically check against the Protected Plate data when a Protected Plate agency name is returned from the DMV or ROV Lookup Provider; · automatically produce the Violation Notice with the Protected Plate agency address; · allow the option for an Authorized User to review, edit and approve the Violation Notice prior to sending and · if there is no match for a Protected Plate agency, hold the Violation for a Configurable period of time and allow an Authorized User to manually enter an address when obtained and send.						
591	The Contractor shall provide the capability to establish separate, ROV Lookup parameters (Configurable) to obtain the ROV, based on various criteria including but not limited to: · whether the license plate is issue by a state which there is a direct DMV connection or through an ROV Lookup Service Provider; · whether the license plate is a temporary plate (California only); · Flags on the account, for example if the account has a bad address Flag or ROV is stale, then ROV Lookup is performed at intervals (Configurable) until a new address is obtained and · cost of ROV Lookup, for example if ROV Lookups are at no cost then perform lookup every time (possibly daily) when a Violation Notice is about to be issued for the license plate.						
592	The Contractor shall provide the capability to identify and manage Violations which do not meet the criteria for a Violation Notice to be issued because the Violation date is greater than the Configurable number of days old.						
593	The Contractor shall provide the capability to identify and manage Violations which do not meet the criteria for a Violation Notice to be issued based on Business Rules.						
594	The Contractor shall provide the capability to identify and manage Violations which have no match after ROV Lookup and allow for a Configurable number of days to attempt to obtain the ROV through other methods.						

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				Required Inputs			
595	The Contractor shall provide the capability to view the transaction/trip and its associated image(s) and select the correct license plate registration information in the event there are multiple ROV matches returned by the ROV Lookup Service Provider for a particular license plate.						
596	The Contractor shall provide the capability to review the results and take appropriate action of partial ROV information matches and confirm the account that matches the ROV name and address.						
597	The Contractor shall provide the capability to automatically create an Unregistered account for the license plate using the ROV results if there is no match to an existing Registered or Unregistered account.						
598	The Contractor shall provide the capability to identify potential match to a Registered account based on name and address and notify the customer and add the plate and transactions.						
599	The Contractor shall provide the capability to review the transactions/trips where the registration information is not available. The BOS shall retrieve all images associated with the transactions/trips and make them available to the Authorized User for review. The Authorized User can take the following action on the transactions/trips, including but not limited to:						
	· manually enter the ROV data and						
	· correct the license plate data.						
600	The Contractor shall provide the capability to re-submit license plates for ROV Lookup a number of times (Configurable) and after a period of time (Configurable) if the license plate is returned from the ROV Lookup Service Provider with no match or an error. The configuration shall be based on the type of error and the status of the communications.						
601	The Contractor shall provide the capability, if there is no response for the ROV Lookup after the number of retries (Configurable), and license plate registration information cannot be obtained, to automatically set the transaction/trip to "Unknown DMV status".						
602	The Contractor shall provide the capability, if the ROV information cannot be obtained, Post the transaction to a Registered account if the transaction/trip also contained an OCTA transponder read.						
603	The Contractor shall provide the capability to automatically record, set and maintain the ROV Lookup source based on license plate Jurisdiction.						
604	The Contractor shall provide the capability to set the length of time (Configurable by Jurisdiction) before ROV information needs to be rechecked before the license plate registration information is considered stale and must be acquired again.						
605	The Contractor shall provide the capability to set the length of time (Configurable) before ROV information for temporary license plates needs to be rechecked individually to obtain the associated permanent license plate number.						
606	The Contractor shall provide the capability to retain all historical ROV Lookup information, including but not limited to:						
	· source of license plate ROV data;						
	· ROV data changes and						
	· the date the data was obtained.						
1.5.6.5.	Transfer of Responsibility						
	The California Vehicle Code provides for the registered owner of a vehicle to name another individual as the person responsible for toll evasion notices. In order to comply with this Requirement, the BOS will need to record the named responsible person and process applicable NTEV accordingly.						

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	Required Inputs						
607	The Contractor shall provide the capability to transfer the responsibility to another party, including but not limited to: · uploading supporting documentation; · allowing for Authorized Users to enter the responsible party's name and address information for one or many Violation Notices; · dismissing the Violation Notices (including applicable tolls and fees) for the original ROV; · establishing an Unregistered account for the new ROV; · issuing Violation Notice(s) as applicable to the new ROV and · maintain history of the responsibility transfer activities.						
1.6.	**Registered and Unregistered Account Notifications**						
1.6.1.	**Outgoing Notifications**						
	The creation and sending of outgoing Notifications includes multiple distribution channels, such as electronic transmission (email, text), print and mail, and outbound phone calls. Notification management shall provide several methods of delivery and allow for configuring how each Notification item shall be delivered. All Notifications related to an account shall be associated with that account and Case, if applicable, in the BOS.						
	Alerts are normally Notifications that customers opt-in for so that they can be notified (usually by text or email) when their account needs attention or when activities occur on their account. Alerts can also be Notifications based on account events of which the Authority would like customers to be informed.						
	Notifications are sent using distribution channels, such as email, text, phone call and United States Postal Service (USPS) mail.						
	There are unique Notification items, for example, a Notice of Toll Evasion Violation, an insufficient balance letter or an email Notification that the customer's account has been replenished.						
	Each Notification item has criteria which triggers its generation. When an account meets specified criteria, the account qualifies for a specific Notification item. For example, an account qualifies for a Credit Card Expiring Notification one month before the Credit Card expiration date and an account qualifies for a Violation Notice after the ROV information has been obtained.						
608	The Contractor shall provide all outgoing Notifications with a standard look and feel and submit samples of all Notifications to the Authority for Approval, prior to distribution to customers.						
609	The Contractor shall provide a Notification management process regardless of the Notification item or the distribution channel used to send the Notification.						
610	The Contractor shall develop a communication matrix for configuring the Notifications and their allowable distribution channel. This matrix shall be Configurable and will change over the life of the Contract.						
611	The Contractor shall provide a process to automatically issue each Notification when the criteria in the Business Rules is met.						
612	The Contractor shall produce and deliver print Notifications to the USPS Monday – Friday.						
613	The Contractor or its Print/Mail House Service Provider (optional) shall produce and deliver the Notifications to the USPS within two (2) Business Days of the Notification meeting the Business Rules for generation.						
614	The Contractor shall produce and deliver all electronic or phone Notifications to the customer within one (1) Business Day of the Notification meeting the Business Rules for generation.						

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615	The Contractor is responsible for the quality and accuracy of the all Notification and shall review Notifications produced in-house or by its Print/Mail House Service Provider (optional), as the Contractor deems necessary to ensure accuracy of the notifications for complete addresses, correct information and Notification template/version and accurate dates.						
616	The Contractor shall provide the capability to automatically associate all outbound Notifications with the appropriate account and Case, if applicable.						
617	The Contractor shall provide the capability for customers to opt-in for Alerts and select the conditions that will result in the creation of Alerts. Customer shall have a choice of selecting the method in which they receive the Alert; a text or email.						
618	The Contractor shall provide the capability to automatically initiate customer Alert Notification based on account events, including but not limited to: · an I-Toll was Posted to the account; · Violation on license plate registered to customer's address on file; · transponder order placed; · transponder shipped; · Credit Card expiry date within days (Configurable) of expiry; · account balance an amount above Insufficient Balance Threshold (Configurable); · daily account balance; · payment Posted to account; · returned check; · account auto-replenishment (Credit Card) failure/declined Credit Card; · an ACH transaction is rejected and · account changes (Configurable), such as the addition of a vehicle to the account or change of password.						
619	The Contractor shall provide the capability to automatically initiate customer communications and Notifications based on account events including but not limited to the following. · account creation welcome letter/account profile; · Excessive I-Toll threshold is exceeded; · account auto-replenishment (Credit Card) failure/declined Credit Card; · an ACH transaction is rejected; · Credit Card update successful (from the Credit Card update service); · Credit Card update failure (from the Credit Card update service); · Credit Card is within a number of days (Configurable) from its expiration; · Credit Card has expired; · partial payment; · temporary license plate expired; · auto-replenishment suspended; · auto-replenishment recalculation; · returned check; · account suspended; · delinquent account second notice; · Warning of Registration Hold (Configurable to only send based on the amount of time since the delinquent Notification);						

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	· statement available;						
	· postpaid invoice;						
	· Notice of Toll Evasion Violation generated;						
	· Notice of Delinquent Toll Evasion Violation generated;						
	· Violation dispute accepted;						
	· Violation dispute rejected by reason;						
	· incomplete Affidavit of Non-Liability;						
	· customer-initiated review-related Notification;						
	· Administrative Hearing scheduled;						
	· account balance level is below the Insufficient Balance Threshold;						
	· account is flagged with a bankruptcy;						
	· undeliverable mail;						
	· undeliverable email;						
	· bad phone (for both calls and text)/fax situation;						
	· forgotten password, PIN or username and						
	· account status changes (Configurable).						
620	Distribute Notifications through distribution channels, including but not limited to: · mail; · email; · text messaging; · Self-Service Mobile Application push Notifications (Phase II and optional); · fax; · outbound CSR call by developing a list of calls to be made and · automated outbound call.						
621	The Contractor shall provide the capability for electronic Notifications to be sent as the body of an email in a format (Configurable), including but not limited to text and HTML.						
622	The Contractor shall provide the capability for electronic Notifications to be sent as a link to the Self-Service Website in the body of an email.						
623	The Contractor shall provide the capability (Configurable) to define Notification type and size, for example, postcard or letter.						
624	The Contractor shall provide settings (Configurable) for distribution channel for each Notification item, including but not limited to: · Authority required distribution channel(s); · customer preference and · preferred address type for mailing, for example, home, business or ROV Lookup provided.						
625	The Contractor shall provide the capability for a Notification item to be distributed using multiple distribution channels. For example, send the Notification to the customer's preferred distribution channel, which is email and by mail, based on the Authority's preference.						
626	The Contractor shall provide the capability to identify multiple Notifications that are generated for a customer and combine their mailing.						
627	The Contractor shall provide the capability to check the NCOA database before a Notification is mailed and use the NCOA address if it is the latest.						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
628	The Contractor shall provide the capability to validate the existing email address anytime a new email address is provided.						
629	The Contractor shall provide the capability to send manually-generated, bulk email Notifications.						
630	The Contractor shall provide the capability to send scheduled and ad-hoc, bulk text Notifications.						
631	The Contractor shall provide the capability to send scheduled and ad-hoc, bulk mail Notifications.						
632	The Contractor shall provide the capability to read, capture, and create the USPS Intelligent Mail Barcode on incoming and outbound mail.						
633	The Contractor shall provide the capability for Notifications to include images, graphics, and lists (for example, lists of license plates and/or transponders) as well as text.						
634	The Contractor shall provide standard templates for each Notification item.						
635	The Contractor shall provide the capability to add a barcode, scan line or Quick Response Code to each outgoing Notification piece (excluding text and email body copy Notifications) so the returned Notification can be scanned and automatically associated with the proper account and, if applicable, Case. The barcode shall be visible in the top of the envelope window so as not to interfere with the USPS but to be available to scan as returned mail without having to open the envelope.						
636	The Contractor shall provide the capability to add checksum digits to barcodes on Notices and other correspondence that will likely return to the BOS or Lockbox Service Provider (optional) or Collection Agency. Barcode readers shall be able to support such checksum on barcodes and the BOS shall validate it.						
637	The Contractor shall provide the capability to ensure historical Notifications associated with accounts do not change (maintain original form and content) regardless of any changes that are subsequently made to the template for that Notification item.						
638	The Contractor shall provide the capability to create and assign version numbers/dates to Notification templates.						
639	The Contractor shall provide the capability to manage/configure Notifications and their attributes according to Business Rules, including but not limited to: ·　add new Notifications; ·　deactivate Notifications; ·　view and select for activation past versions of Notifications; ·　criteria; ·　frequency; ·　escalation path; ·　whether based on actual account balance or balance due (calculated); ·　whether to send for third-party address look up; ·　a variable due date based on the number of days (Configurable) until payment is due; ·　a fixed date due (for example, monthly customer Anniversary Day); ·　number of days until action must be taken; ·　the number of days between the due date and escalation to the next Notification level; ·　number of days between the creation date and issue date; ·　a fixed issue date (for example, monthly customer Anniversary Day); ·　the number of Business Days between the due date and escalation to the next Notification level; ·　number of Business Days between the creation date and issue date; ·　number of times to resend;						

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	· number of days before the Notification is resent;						
	· whether or not to resend or reissue if a new address is received;						
	· whether to escalate but not print if address is marked 'bad';						
	· allowable distribution channel(s);						
	· distribution channel escalation;						
	· number of days from the mailing of the dispute reject letter to extend the Violation Notice payment date;						
	· eligible address type, for example, Notice of Toll Evasion Violation must be mailed to the ROV's address as provided by the ROV Lookup source;						
	· address source priority, for example, mail to the ROV Lookup address and if that piece is returned with a forwarding address then use forwarding address;						
	· Notification response address, for example, some Notifications may require that payment go to the Lockbox Service Provider (optional) while others require response be sent to the BOS;						
	· Notification return address, for example, some Notifications may use the return address of the Collection Agency while others will use the mail house address;						
	· Notification quality review sample size and						
	· whether Notification quality review and approval is required.						
640	The Contractor shall provide the capability for Notification to have a mailing date match the actual mail date of the USPS on the Notification. For example, if quality review activities and printing take two days, then the issue date would be two (2) days later than the date that the Notification was created.						
641	The Contractor shall provide the capability for Authorized Users to view all versions of each Notification item (including those items that have been modified), including but not limited to:						
	· date modified;						
	· version number;						
	· Authorized User who made the modification(s) and						
	· samples of the Notification as it looked in all previous versions.						
642	The Contractor shall provide the capability to select a Notification target audience, for either pre-developed or ad-hoc Notification, using criteria including but not limited to:						
	· use of a particular Toll Facility (overall or by direction);						
	· use of a particular Toll Zone (overall or by direction);						
	· use of a particular Toll Facility or Toll Zone during a specified period of time;						
	· use of a particular payment method;						
	· transactions/trips by time period;						
	· transactions/trips by ZIP code;						
	· transactions/trips by Vehicle Type;						
	· transactions/trips by account type;						
	· transactions/trips by Account Plan;						
	· transactions/trips by transponder type;						
	· recipients of Notice of Toll Evasion Violation issued for selectable Toll Facility use;						
	· recipients of Notice of Toll Evasion Violation issued for selectable time periods and						
	· recipients of Notice of Toll Evasion Violation issued for a combination of selectable Toll Facility use and selectable time period.						

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643	The Contractor shall provide the capability to view and Approve Notifications prior to distribution to the customer.						
644	The Contractor shall provide the capability to email, send to the Print/Mail House Service Provider (optional) for printing and mailing or reprint at a local printer any Notification directly from the account, Case or Notification search screens. For example, the customer called about a Case and requests that the CSR resend the letter by email to the customer. The CSR is in the Case and clicks to resend the letter to the provided email address.						
645	The Contractor shall design the Notifications to meet all criteria for receiving the lowest postage rate.						
646	The Contractor shall employ bulk mail rates and other mailing economies, including, the capacity for pre-sorting mail by zip code and USPS Intelligent Mail Barcode to ensure the most cost-effective postage rates are obtained.						
647	The Contractor shall provide all postage meters and establish all post office boxes needed for customer communications.						
648	Outgoing mailed Notification materials shall use the following materials: · all mailed Notifications - 24lb paper; · all mailed Notifications up to 3 pages - #10 window envelope; · all mailed Notifications 4- 9 pages – 6"x 9" envelope; · all mailed Notifications 10 or more pages – 9"x 12"; · the non- Authority provided flyer - a single 8.5" x 11" piece of paper and · all return envelopes - #9 window envelopes.						
649	All Notifications printed in color shall use two colors.						
1.6.1.1.	**Print/Mail House Service Provider (optional)**						
	The use of a third-party Print/Mail House Service Provider is at the discretion of the Contractor and shall be at no additional cost to the Authority. If provided, the following Requirements apply.						
650	If the Contractor elects to use a third-party Print/Mail House Service Provider (optional), the selected third-party Print/Mail House Service Provider shall be located in and mailing the Authority's Notifications from the State of California.						
651	The Contractor shall provide the capability to resend any files rejected or not received by the Print/Mail House Service Provider and update the Notifications with new mail and due dates as applicable.						
652	The Contractor shall provide the capability to transmit fully created Notification items for printing and distribution to the Print/Mail House Service Provider, if utilized, for example, in Adobe PDF or XML format.						
653	The Contractor shall provide the capability to transmit Notification items as a data file for printing and distribution to the Print/Mail House Service Provider, if utilized.						
1.6.1.2.	**Notification Tracking, Distribution and Returned Mail Processing**						
654	The Contractor shall provide the capability to track the USPS Intelligent Mail Barcode Notification delivery response for each individual Notification.						
655	The Contractor shall provide the capability to send an Operational Alert Notification to the PMMS if reconciliation from the Print/Mail House Service Provider (optional) has not been received in a specified amount of time (Configurable).						
	The Contractor shall provide the capability to assign a status to each individual Notification, including but not limited to:						

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					Required Inputs		
656	· qualified; · in quality review; · sent to Print/Mail House Service Provider (optional); · acknowledged by the Print/Mail House Service Provider (optional); · distributed; · undeliverable and · reissued.						
657	The Contractor shall provide the capability to create a Notification record for each Notification generated, including but not limited to: · distribution channel; · date the account qualified to have that Notification generated; · date the Notification was generated; · date the Notification was sent to the Print/Mail House Service Provider (optional); · due date (if applicable); · date the Notification was printed; · date the Notification was mailed; · date the Notification was identified as undeliverable and · date the Notification was reissued, for example, if a Notification is returned with a forwarding address, a new Notification is sent to the new address.						
658	The Contractor shall provide the capability to check the NCOA database before a Notification is mailed and use the NCOA address if it is the latest based on the address selection hierarchy (Configurable) for the Notification item.						
659	The Contractor shall provide the capability to automatically associate and store a copy of the Notification with the account upon successful mailing of the Notification as verified and provided by the BOS or Print/Mail House Service Provider (optional).						
660	The Contractor shall provide the capability to process returned mail and enter a new address, if notified by the Print/Mail House Service Provider (optional) or the USPS.						
661	The Contractor shall provide the capability to process returned mail and mark the address as undeliverable if notified by the Print/Mail House Service Provider (optional) or the USPS.						
662	The Contractor shall provide the capability to process returned mail in bulk and mark the address as undeliverable if notified by the Print/Mail House Service Provider (optional) or the USPS without having to access each account and individual Notification in BOS. For example, by scanning the Notification barcode into a BOS form for an entire batch of returned mail.						
663	The Contractor shall provide the capability to Flag returned mail as undeliverable and Flag the address as bad.						
664	The Contractor shall provide the capability to prevent Notifications from being escalated and sent to addresses marked as undeliverable or to continue to escalate and generate such Notifications but not print them (Configurable).						
665	The Contractor shall provide the capability for an Authorized User to initiate a manual Skip Tracing process on an individual record.						
666	The Contractor shall provide the capability, when a mailing address is found to be bad, to automatically perform Skip Tracing and add the acquired mailing address or other contact information to the account and identify the source of the address as Skip Tracing.						

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667	The Contractor shall, if a new address was provided, automatically mark the returned Notification as returned and generate a new Notification with new dates as applicable. Escalation dates, if applicable, in the BOS shall be updated based on the new Notification dates.						
668	The Contractor shall provide the capability to manually select Notifications to be re-sent, for example, when a new address has been provided and manually entered.						
669	The Contractor shall provide the capability to send a Notification to a customer regarding an undeliverable mail situation by using a different distribution channel (Configurable).						
670	The Contractor shall provide periodic checks for bad (bounced) emails and mark them as undeliverable after a number of failed delivery attempts (Configurable).						
671	The Contractor shall provide the capability to send a Notification to a customer regarding an undeliverable email situation by using a different distribution channel (Configurable).						
672	The Contractor shall provide the capability to mark phone (for both calls and text) and fax numbers as bad after a number of failed contact attempts (Configurable).						
673	The Contractor shall provide the capability to send a Notification to a customer regarding a bad phone (for both calls and text)/fax number situation by using a different distribution channel (Configurable).						
1.6.2.	**Registered Account Statements, Postpaid Invoices and Violation Notices – General**						
	Statements – statements are generated for customers with Registered accounts, which customers can choose to receive by mail or email, or they can access statements online or via a mobile device.						
	Postpaid Invoices – if the Authority elects to offer postpaid accounts, those customers will receive an invoice on their Anniversary Day listing each transaction/trip for the billing cycle. If a postpaid account has no new transactions or other financial activity for a billing cycle, the customer will not receive an invoice. Non-payment of the first invoice shall result in the generation of a late invoice with additional fees. Non-payment of the late invoice shall result in the account being flagged as delinquent. The postpaid account shall continue to receive invoices for subsequent transactions/trips and delinquent debt may be placed in Collections. At such time each unpaid transaction/trip identified by the users will be considered a Violation and the customer shall receive a Notice of Toll Evasion Violation with each unpaid transaction.						
	Violation Notices – issued in accordance with the California Vehicle Code (CVC) and Authority Business Rules.						
674	The Contractor shall provide the capability to determine the account Anniversary Day, based on account type, including but not limited to: · account type; · account creation date; · date of first transaction and · date of initial invoice.						
675	The Contractor shall provide the capability to generate the statements on the Anniversary Day even if the account has no transactions/trips and other financial activity for the current statement cycle (Configurable).						
676	The Contractor shall provide the capability to generate the invoices on the Anniversary Day only if there are unpaid transactions/trips or other financial activity on the account that have not appeared on an invoice (Configurable).						

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No.	Requirements	Compliance	Status	If Applicable	Source	If Applicable	Comments
				Required Inputs			
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
677	The Contractor shall provide the capability to automatically change the Anniversary Day when a new invoice is issued in place of an old invoice that is canceled. For example, if an invoice is issued on 1/5 and then returned by the USPS on 1/10, then reissued 1/15, reset the Anniversary Day from 1/5 to 1/15 to give the customer enough time to pay the 1/15 invoice before sending the next one.						
678	The Contractor shall provide the capability to generate the appropriate type of correspondence (statement, invoice), based on the account type, and account balance on the Anniversary Day or during the billing cycle.						
679	The Contractor shall provide the capability (Configurable) to set and maintain statement, invoice and Violation Notice generation parameters, including but not limited to: · type of correspondence based on account type, such as a Registered account receives a statement and Unregistered (violator) account a receives Violation Notice; · whether to include multiple Violations on a single notice by number of days since first transaction or number of transactions; · date when statement is generated, such as fixed end of the month for all accounts, any fixed date within a month or Anniversary Day; · type of statement, invoice, such as monthly, quarterly, annual; · delivery channel, such as electronic or mail; · acceptable payment methods; · acceptable payment channels; · invoice fee assessed each time an invoice is mailed and · document fee amount, such as a fee for a paper statement and electronic statements are no cost.						
680	The Contractor shall provide the capability to generate each type of statement, invoice and Violation Notice based on, including but not limited to: · rolling Anniversary Day; · fixed day; · number of days from transaction (Configurable); · customer specified day of the month; · dollar amount threshold; · number of transactions/trips; · fixed time period; · Transaction Date; · combination of number of transactions/trips and fixed time period; · combination of dollar amount threshold and fixed time period and · combination of number of transactions/trips and dollar amount threshold.						
681	The Contractor shall provide the capability for distributing statements, suppressing the delivery of statements and assessing statement fees (if applicable) based on the following, including but not limited to: · account type; · Flag on the account. For example, accounts with USPS Coding Accuracy Support System (CASS™) lookup failure or bad address shall not be mailed a statement; · delivery channel and · delivery status. For example, if a statement fails CASS™ for address lookup, the fee shall not be charged.						

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682	The Contractor shall provide the capability (Configurable) to utilize various addresses on the account for mailing statements, invoices and Violation Notices.						
683	The Contractor shall provide the capability to generate statements, invoices and Violation Notices manually, such as when specifically requested by the customer, in any format available for BOS-generated Notifications. Applicable fee(s) shall be charged for those statements.						
684	The Contractor shall provide the capability to balance the generation of statements, invoices and Violation Notices over a period of time, based on volume.						
685	The Contractor shall provide a numbering methodology for invoices, Violation Notices and accounts for the purposes of proper lifecycle documentation, reporting, adjudication and customer service.						
1.6.3.	**Customer Statements – Registered Accounts**						
	Account statements for Registered accounts are generated monthly/quarterly as selected by the customer and as allowed by the Business Rules on the date Configured in the BOS.						
686	The Contractor shall provide the capability to generate Registered account statements that detail all account activity, including but not limited to: · prior balances on the account; · toll transaction/trip activity on the account (posting date, entry/exit location, date, and time, toll amount); · payments on the account (replenishment and one-time payments); · adjustments and credits; · discounts and rebates; · other financial activity on the account; · addition of transponders and purchase of inventory items; · account status; · customer message and global message; · fees assessed on the account and · current balance on the account.						
687	Registered account statements shall list individual transactions that Posted to the account, including but not limited to: · Transponder-Based Transactions/Trips that Posted to the account by transponder and · I-Toll Transactions/Trips that Posted to the account by license plate.						
688	The Contractor shall provide the capability to include customer communication inserts along with customer statements based on user selected criteria, for example zip code and account type.						
1.6.4.	**Customer Invoices – Postpaid Accounts**						
	Most Authority customers are required to maintain a prepaid account balance in order to avoid Violations. In the future, the Authority may enter into postpaid agreements with customers which will permit the use of the Authority's Toll Facility without a prepaid balance. Under this circumstance, the BOS shall periodically bill customers for usage in accordance with the following Requirements.						
689	The Contractor shall provide the capability to support account-based invoicing on postpaid accounts, where the monthly invoice reflects the license plate and transponder transactions that Posted to the account during the billing cycle.						
690	The Contractor shall provide the capability to generate a late invoice which include applicable fees if the first invoice is not paid in full by the payment due date.						

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691	The Contractor shall provide the capability to Flag the postpaid account as delinquent and generate an Operational Alert Notification if the late invoice is not paid in full by the payment due date.						
692	The Contractor shall provide Authorized Users the capability to suspend a delinquent postpaid account at which time. all subsequent transactions/trips on the account are considered Violations.						
693	The Contractor shall provide the capability to initiate the delinquency process once the account is suspended on the unpaid transactions/trips which includes generation of Violation Notice and escalation of the delinquent balance on the account to Collections.						
694	The Contractor shall provide the capability to generate postpaid invoices that fully detail all activity, including but not limited to: · prior balance; · current charges; · payments; · adjustments; · detailed listing of all transponder transactions/trips on the account; · detailed listing of I-Toll Transactions/Trips on the account and · detailed listing of all license plate transactions/trips on the account.						
695	The Contractor shall provide the capability (Configurable) to set and maintain invoice generation and transaction aging parameters, including but not limited to: · invoice generation and aging timeline, for example, generate the monthly invoice thirty-days from the Anniversary Day, and amount owed is considered past due and eligible for delinquency process if not paid within five-days of the due date; · account suspension parameters, for example, if account is not suspended by a user within number of days (Configurable) of it being delinquent then BOS shall suspend the account; · number of invoices to issue before account is considered delinquent; · grace period for aging unpaid invoices on an account, for example, a five-day grace period is applied before a late invoice is generated for an unpaid invoice; · eligibility criteria, for example, if customer has at least one (Configurable) un-invoiced toll transaction/trip or other Financial Transaction within the billing cycle then generate a monthly invoice; · aging thresholds and values, for example, if the past due amount on the account is more than $5.00 and is more than thirty days past due then late fee is assessed; · payment thresholds based on underpayment amount for each status or workflow stage, for example, if invoice is underpaid by less than $0.25, then the amount owed on the invoice is considered closed and · fee structure, for example, the fees to be assessed and whether the fees are to be assessed at the invoice level or transaction level.						
696	The Contractor shall provide the capability at each status or workflow stage to perform the following actions, including but not limited to: · identify the transactions/trips that are eligible for invoicing; · add applicable fees; · add applicable advisory language; · generate next invoice for the time frame established and · transmit the invoice to the customer.						

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697	The Contractor shall provide the capability to enter a forwarding address obtained from returned mail communicated via Interface from an external vendor or manually input, which will result in the re-issue of the monthly invoice and its associated transactions/trips into the transaction aging process. The re-issued invoice shall have a new issue date and a new due date.						
1.6.5.	**Violations Notification**						
	Violators receive a Notice of Toll Evasion Violation when their Violations are eligible for Notification. A Notice of Toll Evasion Violation referred to as Violation Notice may have multiple Violations on the notice where each unpaid transactions/trip is assessed penalties or may only have one Violation per notice. Each Notice of Toll Evasion Violation will contain transaction(s)/trip(s), as well as a fee amount, a penalty, and other information as required by the California Vehicle Code.						
	Violation Noticing and escalation is divided into the following stages:						
	· Noticing – In this stage violators are notified of their Violation(s) when the unpaid transactions/trips escalate to Violations. The Notice of Toll Evasion Violation will list the Violation(s) that occurred during the Configurable time period with each Violation showing the toll amount, the fee amount and penalty due. Failure to pay the Notice of Toll Evasion Violation within the timeline will result in the escalation of the Violation(s) and the generation of Notice of Delinquent Toll Evasion Violation. Each Violation may be assessed additional fees/penalties.						
	· Registration Hold – If the Violation(s) on the Notice of Delinquent Toll Evasion Violation remains unpaid past the payment due date, the Violation(s) are eligible for a Registration Hold. Currently Registration Holds are only placed for vehicles registered in California.						
	· Tax Intercept –Unpaid Violations may be sent to the California Franchise Board for collection through the Tax Intercept Program.						
	· Collections – Unpaid Violations may be sent to a third-party Collection Agency. The Contractor may be required to send a pre-collection letter using updated information from the Collections Agency.						
1.6.5.1.	**Violator Notifications**						
698	The Contractor shall, based on the Violation Notice eligibility criteria, per the Business Rules, provide the capability to perform Violation Notice, including but not limited to: · first level Notice or the Notice of Toll Evasion Violation; · escalate to second level Notice or Notice of Delinquent Toll Evasion Violation, and · Registration Hold warning and pre-collections Notice, if eligible.						
699	The Contractor shall provide the capability to process Image-Based Transactions/Trips through the Violation process, per the Business Rules, including but not limited to: · verify that the Configurable time frame for making a payment has passed; · convert the Image-Based Transactions/Trips to a Violation by assessing the applicable fees and penalties; · verify that no Internal Review, Administrative Hearing or Superior Court Appeal has been requested; · verify that there is no account hold (occurs when there is a Case that requires the CSR to investigate the violator account and all Violation workflow events are suspended) on the Violations; · verify that there is no account hold on the Notice; · verify that there is no account hold on the account; · verify that license plate is not on an account that has account balance above the Insufficient Balance Threshold;						

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	· verify that the required number of Violations are open;						
	· verify that the Notice is open;						
	· verify that the payment due date has passed;						
	· verify that the Configurable payment mailing/processing grace period has passed;						
	· verify that the Violations are eligible for escalation to a Notice;						
	· verify that the Notice is eligible for the next level of noticing;						
	· escalate the Notice to the next level;						
	· add applicable penalties and						
	· notify the violator of the escalated Notice.						
700	The Contractor shall provide the capability for a CSR to manage all Notices on the account, including but not limited to:						
	· list all open Notices on the account;						
	· view all open Notices on the account;						
	· re-print any Notice;						
	· view all open Notices by escalation level;						
	· view selected Notices;						
	· view all closed Notices;						
	· view all closed Notices by escalation level;						
	· process Notice payments;						
	· process Violation payments;						
	· dismiss an open Notice;						
	· dismiss fees and/or penalty on a Violation but never the toll amount without the approval of an Authorized User with the authority to dismiss tolls;						
	· dismiss Violations within an open Notice;						
	· process Violations for Posting to a customer's transponder or Registered License Plate account;						
	· process Violations for Posting to an Interoperable/CTOC Agency account if license plate is on the Interoperable/CTOC Agency plate list and						
	· process other Flagged Violations on the license plate for Posting to an Interoperable/CTOC Agency account if license plate is on the Interoperable/CTOC Agency plate list.						
701	The Contractor shall provide the capability to establish a "sinner to saint" program where part or full amount of the fee and/or penalty is credited to the account as a toll credit. The "sinner to saint" program is offered to violator that meet certain criteria including but not limited to:						
	· first time violator and						
	· less than a Configurable number of Violations.						
702	The Contractor shall provide the capability to offer violators an "early bird special" a Configurable percent reduction in fee and penalty amounts are made if the violator makes an early payment. The "early bird special" program shall be made available to all Violation payments or the first time the violator gets a Violation Notice (Configurable).						
703	The Contractor shall provide the capability to Configure the BOS to support Notice-based Violation escalation, for example if first level Notice is not resolved within the timeline established, then the first level Notice is escalated to the second level Notice that reflects only the outstanding balance on the first level Notice plus additional penalties per unpaid Violation, even though the account may have additional Violations.						

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704	The Contractor shall provide the capability to dismiss selected individual Violations on a Notice and prevent their escalation, while allowing the remaining Violations/Notice to escalate.						
705	The Contractor shall provide the capability to place a Notice on account hold and enter the account hold reason at any escalation level. When an account hold is placed, the Violation aging process is suspended.						
706	The Contractor shall provide the capability to place selected individual Violations on hold at any escalation level, including Violations that are not on a Notice.						
707	The Contractor shall provide the capability to prevent the aging and escalation of Violations and Notices that are placed on account hold.						
708	The Contractor shall provide the capability to continue processing the Violations and Notices a Configurable number of Calendar Days after an account hold is released.						
709	The Contractor shall provide the capability to restart the Violation aging timeline a Configurable number of Calendar Days after the issuance of the dispute rejected Notification.						
710	The Contractor shall provide the Configurable capability to automatically initiate multiple escalations on a Notice at the same time based on the type of license plate, for example initiate a vehicle Registration Hold and escalate the Notice to Collections if the license plate was issued in a Jurisdiction that permits concurrent Registration Hold and Collections.						
711	The Contractor shall provide the capability to process Violations for the rental car license plate transactions/trips with the same license plate number and within the same renter's rental period, per the Configurable Business Rules.						
712	The Contractor shall provide the capability to identify Unregistered accounts that qualify as "repeat violators" on a Configurable basis based on Business Rules including but not limited to: · number of open Violations on the account; · no ROV information obtained; · outstanding balance on the account and · total number of Violations on the account for a given time period.						
713	The Contractor shall provide the capability to assess additional penalties on Violations/Notices on Unregistered accounts that are Flagged as repeat violator.						
714	The Contractor shall provide the capability to transmit the license plate data of repeat violator to the ETTM System at Configurable intervals to support manual enforcement of repeat violators.						
715	The Contractor shall provide the capability for Authorized Users to force selected Notices from one escalation level to another and by-pass the eligibility criteria.						
716	The Contractor shall provide the capability to configure and maintain Violation Notice parameters for each escalation level, including but not limited to: · the minimum number of Violations over a Configurable period of time to initiate a Violation Notice; · the aging timelines for escalation of Notices, for example the timeline for escalating from a first level Notice to a second level Notice if the Notice is not paid or dismissed; · the penalties assessed on individual Image-Based Transaction/Trip; · the individual Notice level penalties; · maximum penalty that can be assessed on individual Image-Based Transaction/Trip and account; · the Notice underpayment percentage thresholds to prevent escalation; · the Notice underpayment amount thresholds to prevent escalation;						

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	· the maximum Notice amount to be paid to by-pass an escalation level;						
	· the maximum number of Violations on the Notice to halt escalation;						
	· the maximum amount due on a Notice to halt escalation;						
	· allowable "sinner to saint" offers for violators who establish Registered accounts and						
	· allowable "early bird special" offers.						
717	The Contractor shall provide the capability to automatically advance to the proper Notice processing screen when the Notice barcode is read via the barcode reader.						
718	The Contractor shall provide the capability to escalate or place on hold the Notices Flagged as 'bad address' as defined by the Business Rules.						
719	The Contractor shall provide the Configurable capability to process Notices if a good address is subsequently found for a Notice or account that is Flagged as a 'bad address' based on the escalation level, including but not limited to:						
	· retain the new address;						
	· reissue the Notice to the new address, for example if it is a second level Notice then the second level Notice is reissued to the new address with a new due date and						
	· reintroduce the Notice and its associated Violations into the Violation workflow at the appropriate place, per the Business Rules.						
720	The Contractor shall provide the capability to process Violation against a home account or Interoperable/CTOC Agency per the Business Rules, including but not limited to:						
	· Post the Violation transactions/trips;						
	· Post the transaction/trips at the appropriate toll rate;						
	· dismiss part of the fees or the whole fee amount;						
	· dismiss part of the penalties or the whole penalty amount;						
	· pay the fees and						
	· pay the penalties.						
721	The Contractor shall provide the capability to identify and retrieve Violation related records into a search results grid, including but not limited to:						
	· Violation ID number;						
	· Notice ID number;						
	· location of Violation;						
	· license plate number;						
	· license Plate Type;						
	· license plate Jurisdiction;						
	· customer name;						
	· customer address;						
	· transaction/trip date range;						
	· user ID;						
	· phone numbers;						
	· email addresses;						
	· Violation escalation status;						
	· account Flags (for example Notice on hold);						
	· address type;						
	· bad address;						

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	· Violation disposition reason;						
	· Violation disposition statuses (for example paid);						
	· payment receipt number;						
	· comments and						
	· Alerts.						
722	The Contractor shall provide the capability to drill down from the final open or closed escalated Notice to the related previous Notices.						
723	The Contractor shall provide the capability to drill down from the current Notice that is open to the related Violations and images.						
724	The Contractor shall provide the capability to generate an on-demand Violation Notice and activity statement based on various, Configurable selection criteria that shows the history of Violations, including but not limited to:						
	· all related Notice ID number(s);						
	· all individual Violations;						
	· payments made;						
	· adjustments made;						
	· related disputes and results;						
	· Violation dismissals;						
	· settlements that closed Violations;						
	· history of holds placed on Notice;						
	· current status of Notice and						
	· current status for each Violation.						
725	The Contractor shall provide the capability to generate an on-demand summary violator account statement based on various, Configurable selection criteria that shows the history of the account, including but not limited to:						
	· number of Notices on the account by escalation;						
	· all related Notice ID number(s) and current status;						
	· all individual Violations and current status;						
	· payments made;						
	· adjustments made;						
	· related disputes and results;						
	· Violation dismissals and reason;						
	· Notice dismissals and reason;						
	· settlements that closed Violations;						
	· history of holds placed on Notices;						
	· current status for each Notice and						
	· current status for each Violation.						
726	The Contractor shall provide the capability to generate a detailed violator account statement based on various selection criteria that shows the history of the account, including but not limited to:						
	· listing of all Notices on the account and their escalation status;						
	· listing of all disputes on the account that were accepted and rejected;						
	· payments made against the Notices;						
	· listing of all Violations closed due to dismissals;						

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	· listing of all Violations closed due to settlements and						
	· listing of all account holds or Flags on the account.						
727	The Contractor shall provide the capability to attach the generated Statement to the account and make it automatically available through the account history.						
1.6.5.2.	**Registered Account Violators**						
	When a prepaid Registered account's balance reaches an Insufficient Balance Threshold and all replenishment attempts have failed or when a postpaid, Registered account's invoice is past due, future transactions are Violation transactions/trips and Unregistered accounts are established. Registered account holders usually resolve any account issues bringing the account balance back to good standing so an approach that easily resolves Violations in such situations must be provided along with a method to inform customer of outstanding Violations for plates on their account.						
728	The Contractor shall provide the capability to associate the Unregistered account(s) and Violations created for vehicles on a Registered account while maintaining the privacy of all account holders (both Registered and Unregistered).						
729	The Contractor shall provide the capability to inform Registered account holders of outstanding Violation on vehicles registered to their account while maintaining the privacy of all account holders (both Registered and Unregistered).						
1.7.	**Payment Processing**						
1.7.1.	**Payment Processing – General Requirements**						
730	The Contractor shall utilize the Authority's Bank Accounts in accordance with the flow of funds depicted in Figure 1 3 Customer Transaction Settlement, in Section 1.14.3.						
731	The Contractor shall comply with the California Civil Code Section 1747.08 related to personal identification laws.						
732	The BOS shall initiate Credit Card payments with the Merchant Service Provider(s) that will process the electronic payments and deposit funds in the Bank Accounts provided by the Authority in accordance with the flow of funds depicted in Figure 1 3 Customer Transaction Settlement, in Section 1.14.3.						
733	The Contractor shall comply with PCI and all applicable merchant card association agreements and other applicable regulations for the exchange of Credit Card payments.						
734	The BOS shall accept payments through all commercially-available payment methods, including but not limited to: cash, check, money order, certified check, cashier's check, ACH and Credit Card.						
735	Certain payment methods, such as cash, EMV chip integrated circuit card and mobile contactless NFC shall be accepted only at WICs.						
736	The BOS shall accept payments through its agreements with Lockbox Service Provider (optional) and Collection Agency.						
737	The Contractor shall implement appropriate controls to ensure the security of payment transactions, including controls over cash, checks and customer Credit Card information. These controls shall be PCI and GAAP compliant and meet the requirements for a Statement on Standards for Attestation Engagements (SSAE)-18 Type II Audit.						
738	Credit Card and ACH information shall be tokenized and the information shall be stored by a certified 3rd party processor. The 3rd party processor(s) may also be the Contractor-provided Merchant Service Provider and/or another Contractor-provided certified 3rd Party.						

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739	The Contractor shall process, deposit and record all customer payments the same day received from the customer, using the most efficient and cost-effective methods available in the industry (for example, by utilizing remote deposit/Check 21 as opposed to sending physical checks to the bank).						
740	The BOS shall provide the capability to process all payments accepted and apply them toward, including but not limited to: · prepaid balance, · specific toll transactions, · specific account fees, · purchase of inventory items (ex. transponders), · invoice payments, · Violation Notice payments and · Account Plans.						
741	The BOS shall handle all payment exceptions including but not limited to: · partial payments, · overpayments, · return payment, · chargebacks, · errors in applying payments, · refunds and · reversals.						
742	All successful payments made via Credit Card shall have a viewable, searchable authorization code for the transaction which shall be included on applicable reports.						
743	The Contractor shall provide the capability to process transactions, including but not limited to: · sales; · chargebacks, chargeback reversals and representments; · returned payments (for example, returned checks); · payment plan payments; · adjustments; · reversals; · voids and · refunds (except for cash).						
744	The Contractor shall provide for the processing of all payments and account replenishments, including but not limited to: · account prepaid balance; · tolls; · fees; · penalties; · invoices; · Notices; · non-toll transactions; · transponder sales (full price, warranty sale, no sale, promos and coupons); · Account Plans and · inventory purchases, including transponders.						

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				Required Inputs			
745	The Contractor shall provide real-time, fully automated payment clearing and processing for all electronic payment methods.						
746	The Contractor shall interface with one or more Merchant Service Providers (no more than three) for the purpose of settling Credit Card transactions.						
747	The Contractor shall send replenishment requests to, and capture the results returned from, the Merchant Service Provider and update accounts accordingly.						
748	The Contractor shall provide the capability to process a payment for multiple, unrelated charges (bulk payments) and accommodate the reversal of such payment. For example, pay an invoice or Violation Notice (for one or multiple Violations) in one account and fund another account's prepaid balance or Post batch payments from rental processors for individual transactions/Violation Notices.						
749	The Contractor shall provide a proven and reliable method of communicating with the Merchant Service Provider(s).						
750	The Contractor shall provide the capability to identify and process overpayments, including but not limited to: · re-assign to an alternate account; · apply to unpaid transactions/trips; · refund overpaid amounts and · apply overpaid amounts to account balance.						
751	The Contractor shall provide the capability to notify the customer about all partial and overpayments.						
752	The Contractor shall provide tracking of payment transactions by, including but not limited to: · Transaction Date; · Posting Date and · payment channel.						
753	The Contractor shall provide the capability to apply multiple payment methods for a single payment. For example, for a $30.00 amount due, allow payment of $20.00 from a Credit Card associated with the account and $10.00 cash.						
754	The reversal of any payment shall result in the items paid being marked as unpaid, having the same effect as if those items had never been paid (for example, when a Violation payment is returned, escalation resumes at the point where it left off as opposed to restarting from the beginning of the escalation process).						
755	The Contractor shall provide the capability to use the available account balance as payment for all inventory items (for example, transponders) and show the detailed changes in account balance in the user Interface, to customers on the Self-Service Website and on customer statements.						
756	The Contractor shall engineer the payment process to prevent double-payments, for example, prevent an Authorized User or customer from making two identical payments by clicking the payment button twice.						
757	The Contractor shall engineer the payment process to prevent an Authorized User or customer from making payments in excess of a certain amount (Configurable).						
758	The Contractor shall display a confirmation page that includes payment method details (Credit Card numbers obscured) and amount to be paid prior to the Authorized User or customer being allowed to submit a payment.						
759	The Contractor shall provide audit trail and exception reporting that helps reconcile discrepancies between the BOS and the Merchant Service Provider.						

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				Required Inputs			
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
760	The Contractor shall provide summary and detail data by payment type on the processing status of all transactions, including a description of all failures.						
761	The Contractor shall provide Authorized Users the detailed reasons for Credit Card declines, including but not limited to: · invalid card number; · name mismatch; · card Security Code mismatch; · contact Credit Card company and · address mismatch.						
762	The Contractor shall create an audit trail and an Operational Alert Notification via the PMMS regarding failures in the processes that Interface with the Bank.						
763	The Contractor shall create an audit trail and an Operational Alert Notification via the PMMS regarding failures in the processes that interface with the Merchant Service Provider or with the communications to the Merchant Service Provider.						
764	The Contractor shall provide the capability to notify customers of failures in the processes that interface with the Merchant Service Provider (for example, when there is a loss of communication between the BOS and the Merchant Service Provider).						
765	The Contractor shall provide the capability to notify customers about various auto-replenishment activities. For example, replenishment was successful with secondary payment method, or replenishment failed.						
766	The Contractor shall provide detailed tracking and reconciliation of payments.						
767	The Contractor shall provide the capability to accept payments to a Registered account resulting in the payment of all unpaid Violation Notices and Violations on the linked Unregistered accounts plus fees and/or penalty based upon escalation stage (Configurable).						
768	The Contractor shall provide the capability to set a payment hierarchy for Registered accounts (Configurable) that determines the order in which payments are applied, including but not limited to: · in FIFO order; · by Transaction Date; · by Posting Date; · by payment item type (for example, tolls then fees) and · by combination of date and transaction/trip type.						
769	The Contractor shall provide the capability to set a payment hierarchy Configurable for Unregistered accounts that determines the order in which payments are applied, including but not limited to: · in FIFO order; · by Transaction Date; · by Posting Date; · by payment item type (for example, Violation Notices, penalties then fees) and · by combination of date and transaction/trip type.						
770	The Contractor shall provide the capability to accept payments for specific items as requested by the customer (and allowed under the Business Rules).						
771	The Contractor shall produce receipts for all payments in both real-time (on demand) and automatic (for auto replenishment).						
772	The Contractor shall transmit receipts to customers on customer request via any Notification channel.						

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773	The Contractor shall allow for reprinting of receipts for all payments in a PCI-compliant format. Reprinted receipts shall be exact copies of the original receipt and shall include the duplicative nature of the document and include the date of the reprint (for example, the reprinted receipt shall be marked "COPY" and indicate the date of the copy with the original receipt date also reflected on the document).						
774	The Contractor shall provide the capability to trace each payment to the transactions paid and each transaction paid or prepayment to a payment, including but not limited to: · invoices; · Violation Notices; · tolls; · prepaid tolls; · fees and · penalties.						
775	The Contractor shall provide the capability to accept payments for transactions/trips associated with a license plate that has not yet been associated with an account.						
776	All receipts shall contain a payment reference number that is traceable through the entire payment clearing process. For example, a Credit Card payment's reference number as printed on the receipt will also appear on the customer's Credit Card statement and is a searchable field in the database, enabling a CSR to identify a payment applied to an account from only the details available on a customer's Credit Card statement.						
777	The Contractor shall provide the capability to convert an Unregistered account to a Registered account, taking one payment for the outstanding Violation amounts and the amount required to open a Registered account.						
778	The Contractor shall provide the capability to search for a payment by date, payment source, Credit Card # or Bank Account information.						
779	The Contractor shall provide the capability for Authorized Users to conduct research on un-allocated funds, including viewing images of original payment items (checks), correspondence, and data entered into the BOS at the time the check was Posted.						
780	The Contractor shall provide the capability for Authorized Users to Post payments from un-allocated funds to accounts while preserving the payment's audit trail (for example, once applied to the account, Authorized Users shall have the ability to determine when the payment was Posted to un-applied, any activity that occurred while it was in that status, and when it was Posted from un-applied to the account).						
781	The Contractor shall provide the capability to age un-applied payments, to report on such payments and to generate Alerts when un-applied payments have exceeded a specified age (Configurable).						
1.7.2.	**Payment Methods and Handling**						
782	The Contractor shall provide the capability to accept payments, including but not limited to: · in-person at WICs; · over the phone with a CSR; · over the phone via the IVR; · automatic payments; · via the Self-Service Website; · via the Self-Service Mobile Application (Phase II and optional); · via mail and						

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	· via the Lockbox Service Provider (optional).						
783	The Contractor shall provide the capability to calculate the required payment during account creation based on, but not limited to:						
	· the prepayment Requirements;						
	· cost of inventory items (for example, transponders) and						
	· any Account Plan fees.						
784	The Contractor shall provide the capability to store Credit Card information for one-time payments (for example, permit customers to enter Credit Card information once and then use that stored Credit Card to make one-time payments on their account without being required to rekey the Credit Card information).						
785	The Contractor shall provide the capability to accept payments, including but not limited to:						
	· one-time payments;						
	· recurring fixed amount payments;						
	· recurring varying amount payments;						
	· a combination of fixed and varying amounts (payment plan monthly payment plus recurring auto replenishment);						
	· recurring maximum replenishment amount per payment method on the account (for example, if the replenishment amount is $10,000 but maximum replenishment allowed for that Credit Card is $1,000 there should be 10 $1,000 replenishments);						
	· recurring payments on a fixed day of the month;						
	· recurring payments every "x" number of days (for example, every 28 days);						
	· recurring payments for Postpaid accounts as, fixed number of days after the invoice is issued (Configurable) and						
	· recurring payments triggered by account balance.						
786	The Contractor shall provide the capability to accept and Post in the BOS payments and adjustments transmitted from the Collection Agency.						
787	The Contractor shall provide the capability to process payments directly in the BOS for all accounts in any status with any balance.						
788	The Contractor shall provide the capability to accept the following types of payments made in-person or by mail at all Approved locations, including but not limited to:						
	· cash (at in-person locations only);						
	· check;						
	· cashier's check;						
	· certified check;						
	· money order;						
	· e-check (not available by mail);						
	· Credit Card;						
	· ACH;						
	· EMV chip integrated circuit card (at in-person locations only) and						
	· mobile contactless NFC (at in-person locations only).						
789	The Contractor shall provide the capability to accept Credit Card payments made via the IVR, via the Self-Service Website and via the Self-Service Mobile Application (Phase II and optional).						
	The Contractor shall provide the capability to accept all major Credit Cards, including:						

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790	· Visa; · MasterCard; · American Express and · Discover Card.						
791	The Contractor shall provide the capability for accepting Credit Card, EMV and mobile contactless NFC payments via POS devices for payments made in-person.						
792	The Contractor shall provide the capability for accepting Credit Card payments by manually entering Credit Card information for payments made in-person.						
793	The Contractor shall provide the capability to Post payment transaction(s) to the account when payment related actions occur, including but not limited to: · successful payment processing, and · unsuccessful payment processing, for example recording a failed attempt.						
794	The Contractor shall provide the capability to refund checks that have been Posted to the BOS but cannot be matched successfully to an account.						
795	The Contractor shall provide the capability to Flag that an account has had returned checks.						
796	The Contractor shall provide the capability to Flag that an account has had declined Credit Card charges.						
797	The Contractor shall provide the capability for an Authorized User to correct or reverse payments applied in error, including but not limited to payments applied to multiple transactions or accounts, via Cases.						
798	The Contractor shall provide the capability to require approvals for payment corrections via Cases.						
799	The Contractor shall provide the capability to prevent corrections to or reversals of payments that have already been refunded, for example, payments that have been reversed entirely cannot be reversed again or refunded.						
800	The Contractor shall ensure all adjustments to payments are shown on the account and are reconciled.						
801	The Contractor shall provide the capability to process multiple chargebacks on a payment if the previous chargebacks are reversed or represented.						
802	The Contractor shall provide detailed tracking of payments by payment categories, for example, payments, declines, reversals, returned payments, chargebacks, chargebacks reversals, chargeback representments, refunds, voided refunds and replenishment.						
803	The Contractor shall provide detailed tracking of payments by payment methods, for example, cash; check; Credit Card; ACH and mobile contactless NFC.						
804	The Contractor shall provide detailed tracking of payments by payment type, for example, Visa; MasterCard; American Express and Discover Card.						
805	The Contractor shall provide detailed tracking of payments by payment items, for example, invoices; Violation Notices; fees; penalties; tolls and prepaid tolls.						
806	The Contractor shall provide detailed tracking of payments by payment locations, for example, Self-Service Website, Self-Service Mobile Application (Phase II and optional), Lockbox Service Provider (optional) and Collection Agency.						
1.7.3.	**Merchant Service Provider (MSP)**						
	The MSPs shall process all Credit Card, Debit Card and ACH Services described in these Requirements.						

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807	The Contractor shall contract with two (2) separate MSPs for processing of BOS payments. The Contractor shall work with the Authority in determining the volumes and types of processing assigned to each MSP, which may result in shared processing or all processing being assigned to one (1) of the MSPs.						
808	The Contractor and MSPs shall provide Credit Card and Debit authorization for the BOS (card not present / internet and card present for the Walk-in Center) utilizing one or more merchant identification numbers.						
809	The Contractor and MSPs shall provide ACH clearing for the BOS.						
810	The Contractor and MSPs shall provide complete, flexible and timely online reporting services, including detailed transactions on chargebacks, card transactions, deposit totals and batch totals and summary information per merchant and for the Authority overall.						
811	The Contractor and MSPs shall provide all reporting online.						
812	The Contractor and MSPs shall provide a monthly analysis statement showing detailed charges for all account services for each merchant ID, including a combined statement analysis.						
813	The Authority shall be assigned dedicated MSP account representatives that can be contacted through a toll-free number and email.						
814	The MSPs shall provide customer support during business hours Monday through Friday 7:00 a.m. until 6:00 p.m. PST.						
815	The MSPs shall provide seven (7) days per week technical support utilizing a customer service phone number.						
816	The Contractor and MSPs shall cooperate with the Authority on assignment of accounts. The Authority will assign all bank accounts for the Authority's settlements and merchant activity. No merchant numbers or identifications shall be assigned to the Authority without written notice from the MSPs and Approved by the Authority.						
817	The Contractor and MSPs shall provide payment, settlement, and refunding services.						
818	The Contractor and MSPs shall provide daily settlement of merchant accounts.						
819	The Contractor and MSPs shall make next day deposits after settlement into the OCTA bank accounts.						
820	The Contractor and MSPs shall provide immediate online access to outstanding retrieval requests and chargebacks.						
821	The Contractor and MSPs shall provide a fully electronic online chargeback system that will accept electronic signatures and support files to satisfy outstanding retrieval requests and chargebacks.						
822	The Contractor and MSPs shall provide the ability to generate ad hoc reports with extracted information based on user-defined parameters.						
1.7.4.	**Payment Processing and Lockbox (optional)**						
	The use of a Lockbox Service Provider is at the discretion of the Contractor and shall be at no additional cost to the Authority. If provided, the following Requirements apply.						
823	The Contractor shall process, Post to the appropriate accounts, and reconcile payments transmitted by the Lockbox Service Provider if the Contractor elects to utilize a Lockbox Service Provider.						
824	The Contractor shall create an audit trail and an Operational Alert Notification via the PMMS regarding failures in the processes that Interface with the Lockbox Service Provider.						
825	The Contractor shall provide the capability to associate images of checks and stubs received at the Lockbox Service Provider to the proper account.						

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826	The Contractor shall provide the capability to receive and process Lockbox Exceptions and ensure payments are appropriately accounted for, including but not limited to: · correspondence items and customer comments associated with payments; · payments the Lockbox Service Provider is unable to associate to an account and · payments that the BOS is unable to Post to an account.						
827	The Contractor shall provide the capability for Authorized Users to research and determine the disposition of Lockbox Exceptions, including but not limited to: · Posting payment to the account; · refund payment to customer or · hold as un-allocated funds.						
828	The Contractor shall provide the capability to automatically create Cases for Lockbox Exceptions. For example, if a check was received without a payment coupon, it cannot be associated with an account and research must occur.						
829	The Contractor shall provide the capability to identify criteria which trigger specific Lockbox Exceptions (Configurable) which are flagged for further review, including but not limited to: · discrepancy above a threshold between amount on check and amount due; · payment made to accounts in particular statuses; · check dollar amount and · multiple payments for the same amount on the same account in the same batch or processing day.						
830	The Contractor shall provide the capability to electronically receive and process correspondence received at the Lockbox Service Provider, for example changes of address.						
831	The Contractor shall provide the capability for Authorized Users to view un-allocated funds (funds which have been Posted to the BOS but which have not been Posted to an account).						
832	The Lockbox Service Provider processing services shall take place within the State of California.						
1.7.5.	**Credit Card Processing**						
	The most common payment method in the BOS is Credit Card. The BOS shall have a simple and intuitive Interface with the Merchant Service Provider. The most efficient and cost-effective means of accepting Credit Card payments shall be employed in the BOS by the Contractor.						
	The Contractor's solution shall provide Credit Card payment tokenization and hosted third party Credit Card storage (or equivalent solution). This method is designed to eliminate the need to store Credit Card numbers within the BOS database therefore reducing risks and efforts for PCI Compliance.						
833	The Contractor shall contract with an Authority approved Merchant Service Provider.						
834	The Contractor shall use a Payment Gateway or a Direct Connection between the BOS and the Merchant Service Provider.						
835	The Contractor shall process all Credit Card payment transactions via the Merchant Service Provider.						
836	The Contractor shall provide for Payment Tokenization and Hosted Third Party Credit Card storage (or equivalent solution) such that the Credit Card information is not stored in the BOS.						
837	The Contractor shall provide an automated credit card update service (including both expiration dates and newly issued cards).						
838	The Contractor shall provide the capability to issue refunds to Credit Cards.						
839	The Contractor shall provide the capability to track data related to Credit Card inquiries, for example, capture date of inquiry, disposition date and disposition results when inquiries about Credit Card charges are received.						

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			Required Inputs				
840	The Contractor shall provide the capability for Credit Card chargebacks and permit investigation of the details as Cases.						
841	The Contractor shall provide the capability for Authorized Users to reverse Credit Card chargebacks and to allow for a number of chargeback representments (Configurable)						
842	The Contractor shall provide the capability to credit accounts immediately upon a successful Credit Card payment authorization.						
843	The Contractor shall provide an Operational Alert Notification to the PMMS if a Merchant Service Provider response for a transaction is not received within a Configurable amount of time.						
844	The Contractor shall provide an Operational Alert Notification to the PMMS if a Merchant Service Provider response for an account contains codes that indicate the need for the Authority to contact the Credit Card company, for example a "referral code".						
845	The Contractor shall provide the capability to update accounts with the results from the Merchant Service Provider, for example a Credit Card transaction failed to authorize or settle due to a mismatched address error.						
846	The Contractor shall provide the capability to identify potential fraudulent Credit Card transactions and send an Operational Alert Notification to the PMMS, for example, when there are multiple failed authorizations for a single card.						
847	The Contractor shall provide, for validation purposes, fields to capture and store within the BOS Credit Card information, including but not limited to: · token; · Credit Card expiration date; · name on the card; · ZIP code and · billing address associated with the card.						
848	The Contractor shall provide the capability to submit disputes to chargebacks.						
849	The Contractor shall provide the capability to receive updates to individual customer Credit Card expiration dates from the MSPs.						
1.7.6.	**ACH Processing**						
	The cost of processing ACH transactions is generally lower than the cost of processing a Credit Card transaction, which is one of the primary reasons for including Requirements for this payment method. Many commercial customers also prefer ACH to Credit Card replenishment. ACH carries its own set of risks and challenges, which the Contractor will need to address. For example, the Contractor will need to address the timing of crediting an account after an ACH transaction is initiated and how ACH rejections will be processed.						
	Like the Credit Card process, the Contractor's solution shall provide Credit Card payment tokenization and hosted third-party routing and account number storage (or equivalent solution).						
850	The BOS and CSC Operations shall remain current with industry standards and advancements in technology and security related to Credit Card and ACH payments.						
851	The Contractor shall provide an Interface to the Merchant Service Provider or bank for ACH payment.						
852	The Contractor shall provide for ACH tokenization and hosted third-party ACH storage (or equivalent solution) such that ACH information is not stored in the BOS.						
853	Process all ACH payment transactions via the third-party hosted services.						

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854	Provide capability to process both ACH debits and ACH credits with the Merchant Service Provider or bank.						
855	Provide a selection for "Checking" and "Savings" account designation when ACH is selected for replenishment and ensure transmission to the bank carries such information.						
856	Provide the capability to verify the customer Bank Account information and availability of funds with the Merchant Service Provider prior to initiating an ACH debit.						
857	Credit customer's account immediately upon initiating an ACH debit.						
858	Provide the capability to reverse an ACH payment if declined by the bank.						
859	Provide an Alert to the PMMS if an ACH response for a transaction is not received from the bank within a Configurable amount of time.						
860	Provide sufficient protections (and Alert to the PMMS) to prevent multiple (duplicate) ACH payments for the same Bank Account number within a Configurable period.						
1.7.7.	**Check/Money Order Processing**						
	Checks received from customers shall be processed in the most efficient and cost-effective manner available in the payment processing industry.						
861	The Contractor shall provide the capability to accept checks (personal, cashier's or certified) as a form of payment.						
862	The Contractor shall provide the capability to accept money orders as a form of payment.						
863	The Contractor shall use Check 21 to electronically deposit checks and convert checks into ACH transactions.						
864	The Contractor shall Post to customer accounts and deposit into the Authority's bank account within one (1) Business Day of receipt.						
865	The Contractor shall provide scanning capability at the initial check or money order receiving and processing point. The resulting image shall be stored in the BOS, be available to Authorized Users and electronically transmitted to the bank for deposit.						
866	The Contractor shall provide the capability to mask Bank Account information, including the MICR line, for stored check images.						
867	The Contractor shall provide check scanning tools such that the resulting image can be optimized via image enhancing tools, including options for saving original and enhanced images.						
868	The Contractor shall provide the capability, when accepting check or money order payments, to automatically populate the check or money order number field via check scanner.						
869	The Contractor shall provide the capability to credit accounts immediately upon check or money order payment.						
870	The Contractor shall provide the capability to associate checks and stubs received at the BOS to the proper account.						
871	The Contractor shall provide the ability to receive batch payments from rental agencies to be applied to individual transactions.						
872	The Contractor shall provide the capability to batch process checks by scanning a payment coupon and check, automatically Post payments to customer accounts, automatically associate images with customer accounts and provide exception processing.						
873	The Contractor shall provide the capability to reverse all forms of check or money order payment if declined or returned by the bank, including the assessment of applicable fees.						

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			Required Inputs				
874	The Contractor shall provide all armored services required for the physical transfer of cash or payment instruments.						
875	The Contractor shall provide live check verification at the WIC.						
876	The Contractor shall provide all reconciliations of funds received to BOS Posting and the Authority's bank account.						
1.7.8.	**Cash Processing**						
877	The Contractor shall provide the capability to accept cash as a form of payment.						
878	The Contractor shall provide a cash change fund and cash change fund management functionality, including but not limited to: · beginning balance; · ending balance and · reconciliation.						
879	The Contractor shall provide the capability to credit the account immediately upon receipt of cash payment.						
880	The Contractor shall provide the capability to process cash payment reversals.						
881	The Contractor shall provide the capability to set threshold amounts and role-based limits for cash payment reversals (Configurable.)						
882	The Contractor shall provide the capability to require approval for cash payment reversals using Cases.						
1.7.9.	**Online Wallet Payment Processing**						
	The BOS shall accept payments made via Online Wallet on all its online customer portals (Self-Service Website and Self-Service Mobile Application (Phase II and optional)). The specific Online Wallet services (up to five) will be defined during the Implementation Phase.						
883	The Contractor shall provide the capability to accept payments by Online Wallet. The Authority will elect to implement up to five of the most prominent Online Wallet payments available in the market at the time of the Implementation Phase.						
884	Online Wallet payments shall generally mirror the Credit Card functionality in terms of payments, return payments, refunds, reversals and chargeback capabilities.						
885	The Contractor shall provide detailed tracking of payments made by Online Wallet.						
886	The Contractor shall provide the capability to issue refunds to an Online Wallet. If the Online Wallet provider does not support automatic refunds (many Online Wallet providers require a manual process for refunds), or the underlying Credit Card associated with Online Wallet has been closed or expired, the BOS shall be capable of allowing Authorized Users to reverse the payment in the BOS and issue refunds by check.						
887	The Contractor shall provide the capability to track data related to Online Wallet inquiries, for example, capture date of inquiry, disposition date and disposition results when inquiries about Online Wallet charges are received.						
888	The Contractor shall provide the capability to credit accounts immediately upon a successful Online Wallet payment authorization.						
889	The Contractor shall provide an Operational Alert Notification to the PMMS if a response from an Online Wallet provider for an account is not received within a specified amount of time (Configurable).						
1.7.10.	**BOS Bank Interface Requirements**						
	The Contractor shall manage the Bank Accounts and the Interface from the BOS to the Authority's bank.						
890	The Contractor shall provide the Interface for Check 21.						

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891	The Contractor shall provide the capability to upload checks issued to customers (refunds/disbursements) to the bank for the purpose of Positive Pay. The file shall include, but not be limited to: · BOS Bank Account number; · check number; · check date; · check amount and · payee name (may be truncated based on bank's requirements).						
892	The Contractor shall provide automated reconciliation with the Authority's Bank.						
1.7.11.	**Refunds and Disbursements**						
	The Contractor will process and issue all refunds and disbursements to customers per the Business Rules and as determined by the Authority.						
893	The Contractor shall provide the capability to process refunds and disbursements for account closures, sales of transponder(s), overpayments, Violation disputes and other payments.						
894	The Contractor shall provide processes for refunds based on the original transaction and ensure such refunds are shown on the account history and are reconciled.						
895	The Contractor shall have the capability to restrict the method of refund to the original method of payment.						
896	The Contractor shall provide an automated approval process for Authority approval for all refunds over a Configurable amount						
897	The Contractor shall provide the capability to configure parameters related to refunds, including but not limited to: · type of payments that are not eligible for refund; · the criteria for refunds by payment methods (Credit Card, ACH, check, cash, money order etc.); · the hold period for Credit Card refunds and check refunds; · maximum (role-based) allowable refund payment by Payment Type. For example, a refund of more than $250 might require manager approval; · minimum (role-based) allowable refund payment by Payment Type. For example, the Authority may elect not to issue a check refund for less than $1.00 unless requested by the customer and · manual review of eligible refunds before processing the refunds.						
898	The Contractor shall provide the capability to determine eligibility and issue refunds automatically to customers based on various activities on the account, including but not limited to: · closure of an account; · unapplied checks/money order and · overpayment of an invoice or Violation Notice where no outstanding invoices, Violation Notices or unbilled tolls exist.						
899	The Contractor shall provide the capability to review and process all eligible refunds and initiate the refund process.						
900	The Contractor shall provide the capability to route a refund approval through Cases, to require multiple approvals of refunds and to accommodate the refund approval process.						
901	The Contractor shall provide the capability to issue refunds using the same method that the payment was received. For example, a check payment will be refunded by check and Credit Card to the same Credit Card.						

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			Required Inputs				
902	The Contractor shall provide the capability to issue refunds by check after approval by an Authorized User when the Credit Card which was used for the original payment method has been deactivated or based on a customer request.						
903	The Contractor shall provide the capability for the automated processing of refunds (for example, for a successful account closure) and automatically create a Case for an Authorized User to issue the refund.						
904	The Contractor shall provide the capability to store all details regarding check refunds issued which shall be viewable by Authorized Users on the account, including but not limited to: · check number; · check amount; · date check was issued; · check payee details; · the date the check cleared the bank; · notes; · the reference number and · reason for issuing the check.						
905	The Contractor shall provide the capability to void a refund or disbursement check, which shall restore the payable balance.						
906	The Contractor shall provide the capability to void and reissue a refund or disbursement check.						
907	The Contractor shall provide the capability for Authorized Users to manually override the refund payee information, for example, when a refund is due to a deceased customer's estate.						
908	The Contractor shall provide the capability for Authorized Users to initiate refunds from unapplied payments (for example when a payment that was made to the BOS in error is deposited but is not applied to an account and needs to be refunded).						
909	The Contractor shall provide the capability to record refund checks issued by the Authority in the BOS. For example, certain refund checks may be issued from the Authority's financial accounting systems; these checks shall then be recorded in the BOS against the customer's account and reported in financial reports as a check issued by the Authority.						
1.7.12.	**Bankruptcy**						
	Generally, the bankruptcy process begins with an official notice of bankruptcy being issued by a court. This notice generally requires creditors to "stay" any escalation while the bankruptcy is processed through the courts. When the bankruptcy is finalized, the court sends an official notification which will indicate any reductions in amount due.						
910	The Contractor shall provide the capability to manage accounts for customers who have filed for bankruptcy.						
911	The Contractor shall provide the capability to record the effective date of a bankruptcy and bankruptcy type, which automatically flags the account for bankruptcy, holds all activity on outstanding debt which occurred prior to the filing date and issues a letter to the debtor or attorney on file.						
912	The Contractor shall provide the capability to enter the 'as of' (stay) date of bankruptcy and apply Business Rules to transactions occurring after that date (new tolls incurred after the bankruptcy date are billable).						
913	The Contractor shall provide the capability to record when a bankruptcy has been granted which will write off all outstanding penalties and generate a letter to the customer requesting payment of the tolls.						

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914	The Contractor shall provide the capability to cease escalation of any transactions that occurred on or before the "stay" date (typically the bankruptcy filing date).						
915	The Contractor shall provide the capability to continue processing transactions subsequent to the date and time of bankruptcy notification.						
916	The Contractor shall provide the ability to record a dismissed bankruptcy and restart the escalation and collection process.						
917	The Contractor shall provide the ability to record and store all bankruptcy filings required by the courts.						
1.7.13.	**Shift Management**						
	The Contractor shall reconcile the financial and asset activity of every person that works in the BOS at the end of each shift.						
918	The Contractor shall provide the capability for the BOS to automatically open a shift for an Authorized User at the time of first applicable transaction based upon user role.						
919	The Contractor shall provide the capability to prompt for beginning balance or Authorized User bank (including option to list denominations).						
920	The Contractor shall provide the capability to populate opening shift balance and assign a unique Authorized User ID, including location, for all transactions processed during the shift.						
921	The Contractor shall provide the capability to automatically prompt to close a shift at logout time if an open shift exists.						
922	The Contractor shall provide the capability to display and reconcile all transactions and activity in a shift.						
923	The Contractor shall provide the capability to separate transactions that affect the Authorized User's deposit, for example, cash, check, ACH, Credit Card or other payment, from transactions that affect the BOS balances, for example, waiving a fee for a customer.						
924	The Contractor shall provide the capability for reconciliation of transponders and other inventory items issued and payments.						
925	The Contractor shall provide the capability to create an Alert to the supervisor when a CSR's bank goes above a threshold (Configurable). For example, if CSR's bank goes above $200 the supervisor may want the CSR to do a "bank drop."						
926	The Contractor shall provide feedback to Authorized User if the shift does not balance.						
927	The Contractor shall provide the capability for an Authorized User to attempt to balance the shift a number of times (Configurable).						
928	The Contractor shall provide the capability to escalate the shift to an Authorized User for research and closing after a number of unsuccessful attempts (Configurable) has been reached.						
929	The Contractor shall provide settings to either display or not display the shift variance dollar amount to the Authorized User during shift closing (Configurable).						
930	The Contractor shall provide settings to either display or not display the shift inventory (transponders and other inventory items) variance amount to the Authorized User during shift closing (Configurable).						
931	The Contractor shall provide the capability to configure all relevant parameters related to closing a shift, with a default value that can be overridden based on unique user ID, including but not limited to: · the number of times the Authorized User can attempt to balance the shift; · the amount of allowed variance by dollars and · the amount of allowed variance by percentage.						
932	The Contractor shall provide the capability to close a shift once it is balanced.						

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933	The Contractor shall provide the capability to record shift balancing discrepancies, for example overages and shortages.						
934	The Contractor shall provide the capability to force close an unbalanced shift based upon user roles; the BOS shall record unbalanced variances in a separate Financial Account which shall be included on financial reports.						
935	The Contractor shall provide the capability to escalate shifts that remain open at the end of the Business Day to the Authorized User based upon user roles.						
936	The Contractor shall provide Authorized Users with an accounting of all shift activity with detailed and summarized financial information.						
937	The Contractor shall provide Authorized Users with a status of all open shifts.						
1.8.	**Case Management**						
	The BOS shall provide the capability to create, assign and manage requests made by customers or Authorized Users. These requests become Cases. Case management is the creation and management of Cases where a Case represents an activity or action required to satisfy the Authority, customer or general public need or inquiry. Once a Case has been opened it is assigned to the appropriate staff, and its progress is tracked and reported through completion by the BOS. The initial set of Case types will be defined during the Implementation Phase. Certain Case types will escalate automatically.						
1.8.1.	**Case Creation**						
938	The Contractor shall provide the capability to initiate a Case any time a request cannot immediately be completed.						
939	The Contractor shall provide the capability to create, manage and support certain activities as Cases. Types of Cases shall include but not be limited to: · initiating, tracking and resolving Registered account disputes; · initiating, tracking and resolving Violation disputes (image(s) must be associated with the Case); · initiating, tracking and resolving I-Toll disputes (image(s) must be associated with the Case); · initiating, tracking and resolving toll rate disputes; · initiating, tracking and resolving requests for Administrative Hearings; · initiating, tracking and resolving requests for Investigative Reviews; · initiating, tracking and resolving Civil Judgments; · initiating and tracking payment plans; · initiating, tracking and resolving customer and non-customer issues and requests via phone and in person, that cannot be resolved immediately; · initiating, tracking and resolving customer issues and requests received through all communication channels; · initiating, tracking and resolving research Cases created by the Collection Agency; · initiating, tracking and researching undeliverable email/mail; · initiating, tracking and researching undeliverable addresses that have not been found using Skip Tracing Service Provider; · initiating, tracking and resolving subpoena requests for customer transactions, images, and Maintenance records from law enforcement; · initiating, tracking and resolving issues and requests from the Authority and · initiating, tracking and managing transponder Return Materials Authorization (RMA) shipments.						

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	Required Inputs						
940	The Contractor shall provide the capability to track the Case attributes by one or more attributes, including but not limited to:						
	· communication channel;						
	· Case type;						
	· date and time of Case creation;						
	· response due date;						
	· identity of Authorized User (or BOS, if BOS-generated) initiating the Case;						
	· Case number;						
	· customer name;						
	· customer contact information;						
	· account number, if applicable;						
	· license plate and Jurisdiction, if applicable;						
	· Notification number, if applicable;						
	· priority;						
	· notes;						
	· Case status;						
	· outcome of Case when completed;						
	· if Case is Toll Facility-specific;						
	· follow-up activities that took place;						
	· identity of Authorized User(s) who performed the follow-up activities;						
	· description (free-form) of follow-up action and						
	· customer satisfaction feedback.						
941	The Contractor shall provide the capability for the customer to upload supporting documentation to a new or existing Case via the Self-Service Website or Self-Service Mobile Application (Phase II and optional).						
942	The Contractor shall provide the capability to create Cases manually by Authorized Users.						
943	The Contractor shall provide the capability to create Cases automatically via the BOS.						
944	The Contractor shall provide the capability to create Cases because of a customer request, for example a customer requests a transponder or disputes a Violation Notice via the Self-Service Website or Self-Service Mobile Application (Phase II and optional).						
945	The Contractor shall provide the capability to initiate a Case from within an account.						
946	The Contractor shall provide the capability for Authorized Users to associate a Case with an account after the Case has been created.						
947	The Contractor shall provide Case templates for each type of Case.						
948	The Contractor shall provide the capability for Authorized Users to create new types of Cases and associated workflows (Configurable).						
949	The Contractor shall provide the capability to set attributes by Case type related to Case management, including but not limited to:						
	· required fields;						
	· assignment rules;						
	· Case flow logic;						
	· Case queue display order, for example, by date opened or priority;						
	· drop-down lists;						

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	· all relevant parameters related to Case escalation (Configurable), for example, number of dormant days before escalation and number of days from Case creation to escalation;						
	· due date and						
	· Case templates (create and modify).						
950	The Contractor shall provide the capability to access a Case through Case management or through the associated account or Violation Notice.						
951	The Contractor shall provide the capability to automatically document action(s) taken to resolve a Case in the Case.						
952	The Contractor shall provide the capability to associate all related customer communication with a single Case (in addition to associating it with the appropriate account), including but not limited to:						
	· call records;						
	· recorded calls;						
	· emails;						
	· faxes;						
	· Microsoft Office documents, images, and PDF files;						
	· chat;						
	· text messages and						
	· scanned items.						
953	The Contractor shall provide the capability, when creating Cases, to automatically insert information from the Case source into the Case creation screen to expedite Case creation, for example, importing the name, address and contact information from the account, Violation Notice, invoice or Notification with which the Case is associated.						
954	The Contractor shall create a case for all incoming correspondence by scanning the correspondence. The Case management system should recognize barcodes, correspondence attributes, key words and categorize and assign cases automatically.						
955	The Contractor shall provide the capability to automatically record date and time of Case creation.						
956	The Contractor shall provide the capability to automatically record identity of Authorized User or BOS (if the Case is created automatically by the BOS) initiating the Case.						
957	The Contractor shall provide the capability to automatically assign a unique individual identification code (Case number).						
958	The Contractor shall provide drop-down lists (Configurable) containing multiple options for indicating type of Case.						
959	The Contractor shall provide the capability that the Case type has the ability to be changed by Authorized Users.						
960	The Contractor shall provide drop-down lists (Configurable) containing multiple options for indicating follow-up activities within the workflow.						
961	The Contractor shall provide the capability to place a Case on hold pending a specific occurrence, or to enter a date when the Case shall be presented again to be worked.						
962	Require Authorized Users to insert a minimum amount of data depending on the type of Case (Configurable) into a pre-defined number of fields before a Case can be closed. Each type of Case may have different minimum data requirements.						

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963	Require Authorized Users to insert a minimum amount of data depending on the type of Case into a pre-defined number of fields (Configurable) before a Case can be placed on hold. Each type of Case may have different minimum data requirements.						
964	The Contractor shall provide the capability for notes (free text narrative) to be provided at key points in the Case creation process enabling the Authorized User to elaborate on important points.						
965	Automatically initiate and send correspondence to the customer informing them of the creation of the Case, the Case number and other information depending on the type of Case (Configurable).						
966	The Contractor shall provide an automated correspondence capability whereby the customer can be kept informed of Case progress/status, from opening through closure, depending on the type of Case. Such capability shall be Configurable such that certain Case progress/status changes would not generate a customer communication.						
967	The Contractor shall provide the capability for multiple Authorized Users to access Cases at the same time with one Authorized User having the ability to modify the Case and others having read only access. The identity of the individual working the Case shall be presented to the Authorized Users with read-only access.						
968	The Contractor shall associate the completion of the activities required to resolve the Case to the Case such that BOS can automatically close the Case once the required activities have been completed. For example, if a customer disputes a Violation Notice because the vehicle was stolen, the Case would require a document (police report) and once the document was verified and the disputed accepted by the CSR, the BOS would record the successful dispute, close the Violation Notice with the appropriate transaction disposition codes and issue a Notification to the customer all based on the CSR's determination that the dispute was accepted.						
969	The Contractor shall provide the capability to automatically provide written responses (Notifications) to the customer based on the disposition code for each Case type.						
1.8.2.	**Case Assignment and Tracking**						
	Depending on the Case type, the BOS shall assign the Case to the appropriate queue. The BOS shall use the default priority for the Case type and any user input that prioritizes the Case.						
970	Place open Cases in the appropriate Case type queue such that Authorized Users may access their assigned queue, review and take action on each Case.						
971	The Contractor shall provide the capability for the Case type queues to automatically display oldest Cases first for action.						
972	The Contractor shall provide the capability for the Case type queues to automatically display highest priority Cases first for action.						
973	The Contractor shall provide the capability for multiple sorting criteria for the Case type queues, for example sort first by oldest Cases and then sort by priority.						
974	The Contractor shall provide the capability for closed Cases to be re-opened when required.						
975	The Contractor shall provide the capability for a Case to be worked by the same Authorized User who opened the Case or by another Authorized User.						
976	The Contractor shall provide the capability to automatically assign Cases to Case work queues accessed by departments or workgroups.						
977	The Contractor shall provide the capability to manually re-assign open Cases.						
978	The Contractor shall provide the capability to automatically re-assign open Cases if the Case was assigned to a specific Authorized User and that Authorized User is deactivated from the BOS.						

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979	The Contractor shall provide the capability to automatically temporarily re-assign open Cases if the Case was assigned to a specific Authorized User and that Authorized User is temporarily not performing work (for example, the Authorized User is on vacation).						
980	Ensure at no time that an active Case does not remain in a queue with no Authorized User assigned to that queue.						
981	The Contractor shall provide the capability for Authorized Users to see all pending Cases with prioritization.						
982	The Contractor shall provide Configurable Case assignment rules, for example a Case related to financial issues would be assigned to the finance department.						
983	The Contractor shall provide the capability to include a snapshot of any customer information in the primary screen so Authorized Users need not navigate to other screens to find key information. The primary screen shall contain a link to the associated account should the Authorized User want to access the account.						
984	The Contractor shall provide the capability to merge Cases when two or more Cases cover the same customer need.						
985	The Contractor shall provide the capability to track historical action-type data (out of a predefined range), about each action taken to work the Case, including but not limited to: · creation; · closure; · reopening; · hand-off (from department or individual); · placed on hold (establish a "work again date"); · awaiting action from the Authority; · awaiting customer action and · customer satisfaction.						
986	The Contractor shall provide the capability to trigger customer satisfaction processes.						
987	The Contractor shall provide the capability to link and track an unlimited number of Cases to a single account.						
988	The Contractor shall provide the capability to link and unlink Cases to/from accounts regardless of Case status.						
989	The Contractor shall provide the capability to associate a Case to one or multiple accounts.						
990	The Contractor shall provide the capability to view Cases based on required follow-up action.						
991	The Contractor shall provide the capability to track, record and review follow-up activity.						
992	The Contractor shall provide the capability for Authorized Users to review the workload (quantity and details of the Cases assigned) of an individual Authorized User.						
993	The Contractor shall provide the capability for an Authorized User to review the workload of an entire team or group of Authorized Users.						
994	The Contractor shall provide the capability to manually change the status of a Case based on progress made in servicing the Case.						
995	The Contractor shall provide the capability to automatically change the status of a Case based on progress made in servicing the Case.						
996	The Contractor shall provide the capability for Authorized Users to edit data within a Case, Configurable by Case type.						

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997	The Contractor shall provide the capability to temporarily group Cases and perform the same action(s) on the group of Cases.						
998	Prevent the creation of duplicate Cases when created automatically by the BOS.						
999	The Contractor shall provide the capability to notify Authorized Users when the number of assigned Cases for a particular resource is reached (Configurable).						
1000	The Contractor shall provide the capability to stop a transaction or group of transactions from progressing further in the status or workflow stages, for example while a dispute Case is being reviewed.						
1001	The Contractor shall provide a logical Case workflow via multiple Case screens, which are presented to Authorized Users based on their skill sets and BOS roles.						
1002	The Contractor shall provide Case workflow and routing (Configurable).						
1003	The Contractor shall provide the capability to assign Cases in multiple ways (Configurable), including but not limited to:						
	· manual assignment of a Case to a particular Authorized User;						
	· automatic assignment by customer or account criteria;						
	· automatic assignment by Case type;						
	· automatic assignment by status;						
	· automatic assignment by severity level;						
	· automatic assignment based on staff availability;						
	· automatic assignment by role and						
	· skills database for Authorized Users.						
1004	The Contractor shall provide the capability to suggest best Authorized User for a Case according to staff skills.						
1005	The Contractor shall provide the capability to send an Operational Alert Notification when a Case has met the reassignment threshold (Configurable).						
1006	The Contractor shall provide the capability to send an Operational Alert Notification when an Authorized User has met the specified number of open Cases (Configurable).						
1007	The Contractor shall provide the ability to manually re-assign any Case to a new workflow, at any point within that workflow, as new details emerge.						
1008	When changes in workflow are made, provide the ability to individually select, or select in bulk, whether current workflow transactions should follow the previous version of the workflow, or the new version of the workflow.						
1.8.3.	**Case Escalation**						
1009	The Contractor shall provide the capability to send an Operational Alert Notification regarding specific Cases that meet criteria (Configurable), for example, Cases in "open" status that have not been worked on in a specified number of days (Configurable).						
1010	The Contractor shall provide the capability to automatically escalate overdue Cases based on rules (Configurable).						
1011	The Contractor shall provide the capability to define sets of activities or procedures for specified Case types.						
1012	The Contractor shall provide the capability for thresholds to be defined based on rules that initiate events when exceeded.						

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				Required Inputs			
1013	The Contractor shall provide the capability to automatically escalate Cases defined as representing repeated complaints.						
1014	The Contractor shall provide the capability to define activities that require authorization from supervisors.						
1015	The Contractor shall provide the capability to notify appropriate operations staff on Cases manually or automatically based on criteria (Configurable).						
1.9.	**Collections and Registration Hold**						
	Non-payment of the Notice of Delinquent Toll Evasion Violation may result in the delinquent Violations escalating to pre-collections, Collections and/or Registration Hold. Unpaid transactions/trips and fees on Registered accounts that are delinquent may also escalate to collections. The Authority may choose to have the CSC attempt to collect prior to the Violation escalating to collections.						
1016	The Contractor shall provide the capability for the CSC to attempt collection prior to a Collections Placement and the Contractor shall support this activity by, including but not limited to:						
	· electronically provide Skip Tracing information that is automatically linked to the Violation for use by the CSR;						
	· provide initial collections letter(s) that are automatically populated with the Violation information and Skip Trace address(s);						
	· allow for the CSR to review and approve letters before sending;						
	· provide capability for the CSR to add notes about the collection process;						
	· if not collected after a Configurable period of time, automatically and electronically attach all Skip Trace and collections notes information to the subsequent Collections Placement and						
	· separately account for CSC collections (as compared to Collections Placements) within the BOS in all applicable accounting, financial and operations reports and searches.						
1017	The Contractor shall provide, per the Business Rules, the capability to perform Registered account or Violation escalation, including but not limited to:						
	· warning of Registration Hold Notification;						
	· escalate to Tax Intercept;						
	· pre–collection Notification;						
	· escalate to Registration Hold and						
	· escalate to Collections.						
1018	The Contractor shall provide capability to configure and maintain escalation parameters for each escalation level, including but not limited to:						
	· the minimum number of delinquent Violations (Configurable) over a period of time to initiate collections activities (Configurable);						
	· prevent escalation to collections/Registration Hold when a certain (configurable) percentage of the Violation has been paid;						
	· prevent escalation to pre-collections, Collections and/orRegistration Hold when a certain (configurable) amount of the Violation has been paid;						
	· the account balance thresholds to prevent escalation;						
	· number of days payment on payment plan is delinquent and						
	· number of days from issuance of Investigative Review or Administrative Review Letter.						
1.9.1.	**Collection Agencies**						

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	Required Inputs						
	This process covers the assignment of past due amounts on delinquent accounts, and delinquent Violations to the Contractor-provided Collection Agencies. The Contractor shall provide two (2) separate, qualified Collection Agencies to perform debt collection services. These Collection Agencies shall be performing debt collection services and civil judgement processing on a non-exclusive basis. No assurance or guarantee is made to the selected Contractors regarding the number of accounts placed, the dollar amounts of those accounts, or the percentage of accounts placed.						
1019	The Contractor shall contract with two (2) separate Collection Agencies.						
1020	The Contractor-selected Collection Agencies shall have previous experience collecting toll debt.						
1021	The Contractor shall work with the Authority in determining the volumes and types of Collections Placements assigned to each Collection Agency, which may result in shared placements or all placements being assigned to one (1) of the Collection Agencies.						
1022	The Contractor shall select Collection Agencies whose compensation is based on a percentage of the amount collected.						
1023	The Contractor-selected Collection Agencies shall not dismiss the Authority's debt unless explicit approval has been provided by the Authority.						
1024	The Contractor-selected Collection Agencies shall allow the Authority to recall debt at no cost to the Authority.						
1025	The Contractor-selected Collection Agencies shall not charge any fees for allowing the Authority's debtors to pay using any payment method.						
1026	For uncollected debt, the Contractor-selected Collection Agencies shall process Civil Judgments on behalf of the Authority. The processing of Civil Judgments shall comply with all California statutes and legal processes and the Collections Agencies' attorneys shall be properly licensed. The processing of civil judgements by the Collections Agencies shall be at the discretion of the Authority. The Authority may choose not to use the Collections Agencies for processing of civil judgements.						
1027	The Contractor-selected Collection Agencies shall submit their reporting for approval by the Authority.						
1.9.2.	**Collection Placement and Management**						
	The process of assigning unpaid tolls, fees and penalties to the Collection Agency is called a Collections Placement.						
1028	The Contractor shall provide a Collection Agency for Authority's approval and place eligible transactions in Collections based on Business Rules.						
1029	The Contractor shall provide the capability to identify accounts and delinquent Violations that are eligible for the collection process based upon criteria (Configurable), including but not limited to: · age of debt at account level or individual transaction level; · Flags on the account; · hold status, for example, disputed; · open Cases related debt; · grace period; · total amount owed; · number of delinquent Violation Notices or transactions/trips; · amount owed; · whether customer is in-state or out-of-state; · account type and · account status.						

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1030	The Contractor shall provide the capability to create a Collections Placement for accounts and delinquent Violations eligible for Collections.						
1031	The Contractor shall provide the capability to place a flag on an account that has met the criteria for Collection Placement but has not been placed and an account placed with one of the Collection Agencies.						
1032	The Contractor shall provide the capability to assess a collections fee (for example, add a fee to the balance due) for each Collections Placement eligible for Collections.						
1033	The Contractor shall provide the capability to transmit the Collections Placement to the Collection Agencies for those accounts and delinquent Violation Notice that are eligible and Approved for collection.						
1034	The Contractor shall provide the capability to utilize multiple Collections Agencies and to place eligible transactions in Collections based on Configurable criteria, including but not limited to: · percentages based on both volume and dollar amount, for example, 60 percent to Collection Agency 1 and 40 percent to Collection Agency 2; · past due amount on the account eligible for collection; · prior placements (by customer name, account number, License Plate number and Jurisdiction); · account type; · specified frequency; · ZIP code and · ROV Jurisdiction.						
1035	Provide the capability to automatically assign new transactions that reach the Collections status or workflow stage to the same Collection Agency that any previous transactions on that account have been assigned (for example, all transactions for a given account will always be assigned to the same Collection Agency).						
1036	The Contractor shall provide auditable functionality through the two-way electronic Interface for the Collection Agencies to transmit data to the BOS and for the BOS to transmit data to the Collection Agencies for accounts and Violation Notices assigned to the Collection Agencies, including but not limited to: · updates to demographic information, such as address updates obtained through Skip Tracing; · payments received by the BOS and each Collection Agency (full and partial) and adjustments and reversals of those payments; · reversals and adjustments made on the Collections Placement; · fees on the Collections Placement such as returned payment fee; · suspension of Collections activities due to dispute or Administrative Review; · various status changes due to Civil Judgments; · suspension of Collections activities or cancellation of the Collections Placement due to bankruptcy; · resolution of the Collections Placement at the transaction level; · cancellation of the Collections Placement due to recall by the Authority or expiry of the collection period for that Collections Placement and · Write offs and reason codes.						
1037	The Contractor shall provide the capability to recall a Collections Placement/individual Violation Notices/transactions based on Business Rules and request.						

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No.	Requirements	Compliance	Status	If Applicable	Source	If Applicable	Comments
				Required Inputs			
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
1038	The Contractor shall provide the capability to automatically display a Flag on account screens with the appropriate Collection Agency ID and date the Collections Placement was sent to the Collection Agency and remove the Flag when an account is no longer in collection.						
1039	The Contractor shall provide the capability to associate with the account all correspondence transmitted to the customer/violator from the Collection Agency.						
1040	The Contractor shall provide the capability to update the address source on accounts and Violation Notices when new address information is received from one of the Collection Agencies.						
1041	The Contractor shall provide the capability to automatically reassign delinquent Violations/transactions to Collections any time a payment used to pay delinquent Violations/transactions in Collections is reversed in the BOS or by one of the Collection Agencies (for example, when a customer makes a payment and that payment is returned by the bank, the receipt of the payment reversal in the BOS shall automatically reassign those delinquent Violations/transactions to the applicable Collection Agency).						
1042	The Contractor shall provide the capability to obtain status of all activities and venues pursued by each of the Collection Agencies to collect on the Authority's debt.						
1043	The Contractor shall provide the capability to receive payment reconciliation files at intervals (Configurable) from the Collection Agencies for all Collections Placement payments during the period. The reconciliation file shall provide detailed data that reconciles the payments and the Collections fee, if applicable.						
1044	The Contractor shall provide the capability to receive Collections Placement balance files, at intervals (Configurable), in order for the BOS to compare to account and Violation Notice balances for auditing purposes.						
1045	The Contractor shall provide the capability to generate an Operational Alert Notification when a Collections Placement balance file is received and the results of the processing of the balance file (for example, the file is in balance or it is out of balance).						
1046	The Contractor shall provide the capability to compare the balances from each of the Collection Agencies to the balances in the BOS and display the accounts and/or transactions that do not balance.						
1047	The Contractor shall provide an aging of all files on Collection Placement.						
1048	The Contractor shall provide a report showing the historical records for Collection Placement including but not limited to:						
	· number of files sent for Collection Placement (historically);						
	· details of accounts written off and the reason;						
	· details of amounts collected, stage collected and amount of reductions if any;						
	· details of accounts actively in Collection Placement and the current collection stage;						
	· details of accounts on payment plan;						
	· details of accounts with Civil Judgments;						
	· details of amounts collected and collection fees paid or due to the Collection Agencies, and						
	· the above historical information for each individual Collection Agency.						
1049	The Contractor shall provide the capability to receive Skip Tracing from the Collection Agencies for the Contractor to mail a pre-collection notice.						
1.9.3.	**Collection Agency System Access (Phase II)**						

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					Required Inputs		
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	In addition to the electronic Interface between the BOS and the Collection Agencies, the Contractor shall provide the Collection Agencies with role-based, secure access to the BOS to access information about debt which has been placed in Collections allowing them to research customer issues. The BOS shall allow for limited entries to be made such as managing a Case (initiating, updating or closing it) or updating with customer contact events such as phone calls and emails sent or received.						
1050	The Contractor shall provide a secure role-based access for the Collection Agencies to access the BOS to research customer issues as described within these Requirements.						
1051	The Contractor shall provide unique sign-on credentials for each Authorized User (Collection Agency Staff) and only allow them to access debts which have been placed with their Collection Agency.						
1052	The Contractor shall provide auditable functionality that allows each Authorized User (Collection Agency Staff) to view, enter and edit data in the BOS for accounts and Violations with debt placed with their Collection Agency, including but not limited to:						
	· viewing the account						
	· Viewing associated images;						
	· initiating a Case;						
	· reviewing the status of a Case;						
	· updating a Case;						
	· closing a Case (based on permissions) and						
	· updating customer contact history.						
1.9.4.	**License Plate Registration Hold and Hold Release**						
	When delinquent Violation Notices are past due, a Registration Hold can be placed on the license plate if it meets the conditions for Registration Hold. When the past due amount is brought to a threshold or amount (Configurable) (for example, when the balance is paid or the delinquent Violations are reversed), the Registration Hold may be released. The California DMV supports an electronic Interface for initiating Registration Holds and Registration Hold releases. In the event agreements are entered into with other Jurisdictions or responsible entities, the BOS shall support the Registration Hold/Registration Hold release process with these responsible entities.						
1053	The Contractor shall provide the capability to Interface with the Jurisdictions that support license plate Registration Holds/Registration Hold releases or vehicle registration suspension.						
1054	The Contractor shall provide the capability to apply and receive authorization from the DMV to act as OCTA's processor of record.						
1055	The Contractor shall provide the capability to set and maintain the eligibility parameters for the license plate Registration Hold process based upon criteria (Configurable), including but not limited to any combination of:						
	· plate Jurisdiction and Plate Type;						
	· account type;						
	· Flags on the account;						
	· escalation status;						
	· past due toll amount;						
	· past due fee amount;						
	· past due penalty amount;						
	· days past due;						
	· vehicle registration renewal date;						

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No.	Requirements	Compliance Y - Yes N - No*	Status B-Base Product M-Base Modified D-New Development NP-Not Provided*	If Applicable Customer Name and Location	Source O-Offeror S-Sub T-Third Party NA-Not Applicable	If Applicable Subcontractor Name and/or 3rd Party Product/Vendor	Comments *Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	· an open Investigative Review or Administrative Hearing;						
	· payment plan status;						
	· length of time since the last escalation was done (Configurable);						
	· number of pre-existing vehicle Registration Holds on a license plate;						
	· Plate Type (temporary plate, permanent plate) and						
	· Vehicle Identification Number.						
1056	The Contractor shall provide the capability to automatically request a Registration Hold if the eligibility criteria (Configurable) are met, for example, if license plate has one delinquent Violation that is past due.						
1057	The Contractor shall provide the capability to check the vehicle registration renewal date and update the existing ROV information in the BOS.						
1058	The Contractor shall provide the capability to place Registration Holds a number of days (Configurable) before or after the license plate renewal date. The BOS shall place the maximum number of Registration Holds per license plate if the license plate has delinquent Violations.						
1059	The Contractor shall provide the capability to round down the Violation amount owed to a whole dollar being sent to the DMV for each Violation for which a Registration Hold is being placed.						
1060	The Contractor shall provide the capability to automatically create and exchange Registration Hold and release files with the responsible entities.						
1061	The Contractor shall provide the capability in the event of a failure to re-try the Registration Hold and release request based on the type of error.						
1062	The Contractor shall provide the capability to automatically release the Registration Hold if resolved and/or paid.						
1063	The Contractor shall provide the capability to automatically re-request the Registration Hold if a payment that was received resulted in the release of Registration Hold and then the payment is subsequently reversed (for example, if a check is returned or if a chargeback is received).						
1064	The Contractor shall provide the capability to accept and process payments records for Violations from the DMV and waive partial amounts remaining on the Violation Notice(s).						
1065	The Contractor shall provide the capability to delay the Registration Hold release by a number of days past the payment date (Configurable) by payment type. For example, if the payment was made by check the BOS should delay the Release by seven days.						
1066	The Contractor shall provide the capability for Authorized Users to manually initiate the release of a Registration Hold without resolution of past due amounts.						
1067	The Contractor shall provide the capability to display Registration Hold and release status on the account including the date of request and status.						
1068	The Contractor shall provide the capability for Registration Hold statuses (statuses that Registration Holds go through), including but not limited to: · Registration Hold pending; · Registration Hold sent to DMV; · Registration Hold Approved by DMV; · Registration Hold rejected by DMV; · Registration Hold not placed due to error; · Registration Hold release pending; · Registration Hold released by DMV;						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	· Registration Hold released by BOS and						
	· Registration Hold not released due to error.						
1069	The Contractor shall provide the capability to automatically display Flags on all account screens based upon current Registration Hold status.						
1070	The Contractor shall provide the capability, in the Registration Hold history, to accommodate multiple dates and reject reasons for multiple delinquent amounts and potentially multiple plate numbers.						
1071	The Contractor shall provide the capability for Authorized Users to manually place and release Registration Holds and automatically update the BOS with the proper status obtained from the DMV.						
1072	The Contractor shall provide the capability to add a DMV hold fee to each transaction successfully placed on hold						
1073	The Contractor shall provide the capability to create a payable to DMV for the fee owed to the DMV until the fee is paid through the reduction of the DMV payment file.						
1074	The Contractor shall provide the capability to establish a link between a temporary plate and the coordinating permanent plate to allow for hold to be placed on the temporary plate after the issuance of the permanent plate						
1075	The Contractor shall provide the capability to perform a review of all accounts prior to sending them for DMV hold.						
1076	The Contractor shall provide the capability to reconcile Violations marked as on hold in the BOS with the DMV report.						
1077	The Contractor shall provide the capability to prepare a written DMV abstract of hold release for the customer.						
1078	The Contractor shall provide the capability to Post the monthly DMV payment to the respective Violations-writing off any remaining cents, recording the source of payment as the DMV, and relieving the DMV Payable for the hold fee						
1079	The Contractor shall provide the capability to analyze DMV hold rejects and work with the DMV to resolve any issues to maximize the hold success rate.						
1.9.5.	Customer-Initiated Reviews						
	Customers may contest a Violation(s) by initiating an Investigative Review of the Violation(s). If customer disagrees with the decision, the customer may seek an Administrative Review Hearing and ultimately appeal to Superior Court.						
1080	The Contractor shall provide the capability to receive Investigative Review requests, including documents uploaded from the Self-Service Website.						
1081	The Contractor shall provide the capability track Investigative Reviews through their completion						
1082	The Contractor shall provide agreed upon Investigative Review reduction or dismissal codes that are applied to each Violation contained in the review in an efficient manner.						
1083	The Contractor shall provide the capability for an Authorized User to select from a list of reduction or dismissal codes that has a corresponding trip/image processing and financial action, if applicable, generate the appropriate correspondence to the customer or violator stating the results of the review and issue any refunds that may be due (for example, if it is determined the license plate was misread and the Violation was issued to the wrong person, the CSR shall select a code "image error" which will automatically do the following: 1) dismiss the Violation assigned the person who requested the review 2) send the images back for image processing 3) generate a letter to the customer dismissing the Violation 4) refund any payments made).						

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			Required Inputs				
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
1084	The Contractor shall provide the capability for an Authorized User to select from a list of codes for outcomes that do not result in the reduction or dismissal of the Violation(s) and automatically generates the appropriate correspondence to the customer stating the result of the Investigative Review, reason for non-dismissal, and processes the associated images and trip(s) accordingly.						
1085	The Contractor shall provide the capability to provide a written response to every Investigative Review which includes the reasoning behind the resulting decision. The response letters shall be tied to the Violation dismissal codes so they automatically generate when dismissal action is taken						
1086	The Contractor shall provide the capability to receive Administrative Review Hearing requests by mail, phone, in-person or online. If by phone, the account shall be marked for Administrative Review Hearing and a means for providing a written statement from the customer provided.						
1087	The Contractor shall provide the capability to determine, receive and process the required amount due prior for an Administrative Review Hearing as well as, calculating eligibility for financial hardship exceptions and reduced amounts.						
1088	The Contractor shall provide the capability to schedule the Administrative Review Hearings with the customer and Administrative Hearing Officer within the required timeframes and according to the Business Rules.						
1089	The Contractor shall provide an Administrative Hearing Officer who meets the requirements in the California Vehicle Code and Authority.						
1090	The Contractor shall provide a second review of all Violations for which an Administrative Review Hearing is requested to ensure the Investigative Review was performed accurately and correct any errors or work with the customer to resolve any extenuating circumstances.						
1091	The Contractor shall provide a summary of each Case where and Administrative Review Hearing is requested for Authority review within a week of the Administrative Review Hearing request. The Contractor will work the Authority to resolve Cases if needed.						
1092	The Contractor shall provide the Configurable capability to define the data set that goes into the Evidence Package, including but not limited to: · summary sheet; · BOS and manual notes recorded on the account; · Cases created for the account; · transponder status change history; · each Violation Notice and other Notifications; · customer correspondence; · customer contacts; · DMV or ROV source records or Rental Agreements; · lane health check report from the ETTM System at the time of the transaction; · Registered account information if applicable; · history of non-payment; · images and · Recordings of phone calls or scripts of recorded phone calls.						
1093	The Contractor shall provide the capability to create the Evidence Package a number of days (Configurable) before the date of the Administrative Review Hearing and print or upload the package to the location specified.						

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1094	The Contractor shall provide the capability to track information related to the outcomes of Investigative Reviews and Administrative Review Hearings.						
1095	The Contractor shall provide the capability to offer, establish and manage payment plans for customers who cannot pay the balance due in full.						
1096	The Contractor shall provide the capability to provide Investigative Reviews by phone and chat for first contact resolution.						
1097	The Contractor shall provide the capability to provide historical data by specified time period for Investigative Reviews and Administrative Review Hearings including but not limited to: · # requested; · # closed; · Resolution by type; · # outstanding; · age of outstanding and · scheduled hearings by date.						
1.9.6.	**System-Generated Evidence Package**						
1098	The Contractor shall provide the capability to create an Evidence Package containing all information related to the applicable account, violator and Violation Notices, including but not limited to: · detailed toll transaction data associated with Violation Notices; · all Violation Notices and Notifications sent to violator; · all correspondence received from violator; · images related to Violations; · all notes related to account, violator and/or Violation Notices and · any other related Unregistered account activity.						
1.10.	**Customer Satisfaction Survey**						
	The Contractor shall select and provide a Customer Satisfaction Survey Provider Subcontractor to survey customers regarding their experience with the CSC. The BOS will provide the necessary information regarding all customer contacts to the Customer Satisfaction Survey Provider Subcontractor to enable them to survey customers using automated survey tools.						
	The Contractor shall survey customers through the Services of the Customer Satisfaction Survey Provider Subcontractor. Customer surveys shall be performed through electronic means such as email, through a phone survey, text, via the website or a combination thereof. A survey tool shall be provided which will allow for the creation and Maintenance of a variety of different survey templates. Different survey templates may be selected based on contact channel, individual CSR or account type.						
1099	The Contractor shall provide the capability to perform customer surveys through the Customer Satisfaction Survey Provider Subcontractor.						
1100	The Contractor shall offer the Survey opportunity to every customer each time they contact the CSC or as requested by the Authority.						
1101	The Contractor shall provide information to the Customer Satisfaction Service Provider Subcontractor, which includes but is not limited to: · customer name; · contact channel (such as email, phone or walk-in); · customer email address and						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	· CSR name, in the case of customers calling in or chat. clarify for those interactions with CSRs (or other staff).						
1102	The Contractor shall provide the capability to track customer contact by contact channel, including but not limited to: · phone (IVR only, e.g., the customer resolves their issue with the IVR); · phone (IVR then CSR, e.g., customer contact which started in the IVR and after attempting action, the customer asked to speak with a CSR); · phone (CSR only, e.g., the customer immediately requested to speak to a CSR); · chat (CSR only); · email; · text; · Self-Service Website; · Self-Service Mobile Application (Phase II and optional) and · walk-in.						
1103	The Contractor shall, on each survey, ask if the customer would like to be contacted regarding any unresolved concerns.						
1104	The Contractor shall provide customer survey capabilities with a combination of features, including but not limited to: · real-time reporting of survey results to the Authority; · real-time Configurable Alerts to the Authority on certain parameters, such as a low survey score (for example, send an Alert each time a customer provides a rating of two or below on any individual question or the survey as a whole) or key word (for example, each time a customer uses certain profane or threatening words); · real-time dashboard-style feedback for Authorized Users (such as a Web interface for CSRs to view survey results for their own calls and scoring, in comparison with their peers) and · survey scoring.						
1105	The Contractor shall provide reporting functionality for customer contact data to be provided to the Customer Satisfaction Survey Provider Subcontractor, including but not limited to: · date; · account type; · CSR and · contact channel.						
1.11.	**Transponder Inventory**						
	The BOS shall have a transponder inventory and management system that tracks and maintains transponder inventory, manages the sale and return of transponders to customers, identifies and manages the transponder recall program, and tracks and manages transponder warranty. Inventory levels are required to be monitored regularly by the Contractor and communicated to the Authority to ensure no disruption in transponder availability.						
1.11.1.	**Inventory Definition and Tracking**						
	The BOS shall keep track of transponders from initial order through final disposal or return to manufacturer.						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
1106	The Contractor shall provide the capability to validate transponder serial numbers when they are entered into inventory, against the ranges that already exist to ensure that there are no duplicates. This validation shall include the CTOC-issued Facility Code IDs or any corresponding ranges in the future such as ISO 18000-6C and or national Interoperability.						
1107	The Contractor shall provide the capability to search the history of a specific transponder entered in the BOS and provide the history of the transponder including account assignment and transactions.						
1108	The Contractor shall support the performance of a quarterly physical inventory and monthly reconciliation of transponders.						
1109	The Contractor shall provide the capability for an Authorized User to program transponders (for example, reprogram a 2-axle vehicle transponder to a motorcycle transponder).						
1110	The Contractor shall provide the capability to manage any number of transponder types, including but not limited to: · hard-case transponders; · sticker transponders; · 6c switchable transponders; · headlight-mount transponder and · bumper-mount transponders.						
1111	The Contractor shall provide the capability to enter global transponder inventory item attributes, including but not limited to: · transponder description; · transponder type; · model number; · manufacturer; · lot, case and tray information; · version of transponder chip technology; · transponder communication protocol (single or multi) and · transponder style.						
1112	The Contractor shall provide the capability to enter individual transponder inventory item attributes, including but not limited to: · model number; · procurement cost; · sales price (Configurable); · purchase price (Configurable); · manufacture date; · date received; · manifest number; · inventory number; · expiration; · date assigned/purchased; · date first used; · location assigned to customer from; · staff/BOS assigned by; · recall date;						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	· replacement;						
	· warranty start date;						
	· warranty period;						
	· swap out date;						
	· end of life date;						
	· purchase order number/statement or invoice number;						
	· agency/facility code;						
	· state code;						
	· transponder ID number;						
	· external barcode number;						
	· transponder manufacturer's number;						
	· transponder class;						
	· ID number;						
	· activation code;						
	· status and						
	· inventory location.						
1113	The Contractor shall provide the capability to enter new transponders into the BOS via several methods, including but not limited to: · manually; · file upload and · barcode using a scanner.						
1114	The Contractor shall provide the capability to manually upload a file (manifest) with transponder inventory information using an intuitive and user-friendly process with support for multiple data formats. Functionality shall include but not be limited to: · a mapping tool which shall enable inventory fields to be mapped to a file; · a browse button to locate the file; · validation of the file prior to import (invalid files shall not be imported, and an error message shall be presented); · validation of file contents including the transponder ID based on valid CTOC issued facility codes and · feedback of successful processing by indicating the number of records updated and unsuccessful updates with reason codes.						
1115	The Contractor shall provide the capability to enter transponders in bulk by entering the starting and ending numbers in a range, for example upload inventory by scanning the first transponder's barcode and the last transponder's barcode.						
1116	The Contractor shall provide the capability to track multiple manufacturer warranties based on manufacturer, transponder type or purchase date.						
1117	The Contractor shall provide the capability to track customer warranties based on transponder type or purchase date.						
1118	The Contractor shall provide the capability to identify transponders to be sold and their sale price.						
	The Contractor shall provide the capability to track individual transponders by location at end of day, including but not limited to:						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
1119	· WIC; · in transit between customer service locations; · at one of multiple individual CSRs; · assigned to an account; · shipping/receiving locations; · returned to manufacturer and · disposed.						
1120	The Contractor shall ensure that individual transponders can only be assigned to a single location at any one time.						
1121	The Contractor shall provide the capability to restrict transitions among various inventory item locations, for example, transponders in the "assigned to CSR" location cannot go to the "return to manufacturer" location; it can only go to "inventory" location or "account" location.						
1122	The Contractor shall provide the capability to assign an inventory status to each individual transponder, including but not limited to: · on order; · received; · tested and ready for issuance; · active; · inactive; · deactivated; · lost; · stolen; · returned; · awaiting cleaning and testing for reissue; · disposal; · damaged; · defective and · end-of-life.						
1123	The Contractor shall provide the capability to change the status for an individual transponder either manually or automatically.						
1124	The Contractor shall provide the capability to set a separate restock threshold for all inventory locations.						
1125	The Contractor shall provide the capability to set and maintain the transponder reorder thresholds and ranges for all relevant parameters related to transponder quantity levels and lead-time requirements for replenishment by manufacturer.						
1126	The Contractor shall provide the capability to send an Operational Alert Notifications(s) before the transponder reorder (from the manufacturer) thresholds are reached. The Alert level can be a percent (Configurable) or number (Configurable) above the re-order threshold.						
1127	The Contractor shall provide the capability to audit the physical inventory at intervals (Configurable) and record the results of the audit.						
1128	The Contractor shall provide the capability to test transponders to ensure they are correctly programmed and that the external barcode is correctly correlated to the internal programming.						
1.11.2.	**Transponder Ordering**						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	The Authority will place transponder orders directly with the transponder manufacturer or request that the Contractor place the order directly. Regardless of the method, the creation of the order shall happen within the BOS which allows the purchase order to be recorded, and the order to be tracked, received and loaded into inventory in a manner which reduces manual entry and potential errors. A hard copy document shall be generated and shall be part of an order receiving package to verify receipt and close out the purchase order that was generated by a separate system that is not part of this procurement.						
1129	The Contractor shall provide the capability to create transponder orders within the BOS, both for orders placed directly by the Contractor and orders placed directly by the Authority.						
1130	The Contractor shall provide the capability to change the status of the order and track the order once the associated purchase order has been placed.						
1131	The Contractor shall provide the capability to receive the inventory into the BOS.						
1132	The Contractor shall provide the capability to enter information when receiving transponders, including but not limited to: · verification of delivery of each line item; · verification of quantities for each line item; · actual quantity received if it does not match quantity ordered; · name of person receiving inventory; · location received; · date received and · comments.						
1133	The Contractor shall provide the capability to generate a transponder receiving document, including but not limited to: · items ordered; · item received; · quantities ordered; · quantities received; · manufacturer or supplier information; · received by name; · location received and · date received.						
1134	The Contractor shall provide the capability to make adjustments if the shipment received does not match the original order and track backorders and partial shipments.						
1.11.3.	**Inventory Fulfillment**						
	Transponders are assigned to customers via inventory Fulfillment. Orders can be fulfilled at the same time the order is placed in a WIC. When inventory is ordered online or by phone, the order is fulfilled in the order received.						
1135	The Contractor shall provide the capability to create transponder orders either at the time of account creation or when individual requests are initiated subsequent to account creation.						
1136	The Contractor shall provide the capability to fulfill transponder orders.						
1137	The Contractor shall provide the capability to present transponder Fulfillment requests for Fulfillment in the order received.						

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1138	The Contractor shall provide the capability to create a transponder sale transaction when inventory order is fulfilled including but not limited to: · full price sale; · warranty sale; · sale at no cost (replacement) and · discount sale (promos and coupons).						
1139	The Contractor shall provide the capability to assign multiple types of transponders to an account and associate the transponder numbers to the account.						
1140	The Contractor shall provide the capability to reassign inventory items from one account to another.						
1141	The Contractor shall provide the capability to replace an existing individual transponder on an account with a different transponder.						
1142	The Contractor shall provide the capability to issue individual transponders to customers via mail and at WICs.						
1143	The Contractor shall provide the capability to distinguish orders for first time customers separate from existing customers in case additional literature is to be included with the order for new or existing customers only (such as a welcome package).						
1144	The Contractor shall provide the capability for transponders delivered by USPS to be activated 24 hours after shipment.						
1145	The Contractor shall provide the capability to automatically recognize vehicles with metal oxide windshields by use of a list the Contractor maintains and automatically issue an exterior tag at time of account opening, vehicle addition or transponder request.						
1146	The Contractor shall provide the capability to automatically recognize motorcycles by their license plate configuration or information provided by the customer and issue them an exterior transponder at the time of account opening, vehicle addition or transponder request.						
1147	The Contractor shall issue a sticker tag (interior or exterior) for every plate listed on the account unless the customer identifies that the vehicle will only be used on a short-term basis, such as rental cars.						
1148	The Contractor shall provide the capability to track customer transponder orders as a single order regardless of the number of items requested. For example, if a customer wants one bumper-mount transponder and two switchable transponders, that order shall be a single customer transponder order.						
1149	The Contractor shall provide the capability for transponder orders to be searched, for order(s) that meet specified criteria, which can then be viewed, immediately fulfilled, modified or canceled.						
1150	The Contractor shall provide the capability to make modifications to the transponder orders prior to fulfilling them. For example, a CSR may need to change the transponder type because the customer's vehicle requires an externally mounted transponder (bumper mount), or add another transponder to the order based on a customer request.						
1151	The Contractor shall provide a single customer Fulfillment receipt detailing the entire order. This receipt shall show the vehicle license plate number(s), type, Jurisdiction, make, model, color, transponder(s) or other inventory item(s) quantities, backordered quantities, sale or lease amounts, payment amount and any associated Account Plan(s), if applicable, for each transponder included in that order.						
1152	The Contractor shall provide the capability to generate a mailing label or print directly on the mailing envelope when fulfilling inventory orders by mail.						

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		Required Inputs					
1153	The Contractor shall provide the capability to batch transponder distribution to improve the efficiency of the order Fulfillment process, including but not limited to: · identify open transponder orders and assign transponders to the accounts automatically; · create batches by transponder type and order type (new, replacement or additional); · transmit data to the mailing services to generate mailing labels by batch; · print transponder receipts; · track the mailing of transponders to customers and · Batch by zip code for the purposes of receiving bulk mailing discounts.						
1154	The Contractor shall provide the capability to perform a quality check of the transponder mailing packages before they are mailed to the customers.						
1155	The Contractor shall provide the capability for transponder receipts to be provided to the customer when the Fulfillment takes place in person.						
1156	The Contractor shall provide the capability to notify the customer that a transponder(s) has been placed in the mail.						
1157	The Contractor shall provide the capability to activate transponders when they are assigned to the account or with a Configurable delay in days when mailed.						
1158	The Contractor shall provide the capability to return transponders to stock and update the order, if applicable while preserving full traceability. For example, if a transponder comes back in returned mail, the BOS shall retain the history of the account that the transponder was added to and that the transponder came back undeliverable.						
1159	The Contractor shall provide the capability to issue more than one transponder type per vehicle.						
1160	The Contractor shall provide the capability to ask the customer if they will need a switchable transponder for carpooling.						
1161	The Contractor shall provide the capability to provide the amount due for transponders and allow the customer to override the transponder order.						
1162	The Contractor shall provide the capability to guide the customer through the transponder type and quantity: sticker for every car, external for problem vehicles and motorcycles, switchable for carpoolers.						
1163	The Contractor shall provide the capability to flag a sticker transponder in an eligible CAV after Configurable # of reads of the vehicle with the authorized eligible CAV plate.						
1164	The Contractor shall provide the capability to flag a sticker transponder in a disabled plate vehicle after a number of Configurable reads in the vehicle with the authorized plate.						
1165	The Contractor shall provide the capability to provide replacement transponders and calculate the amount due, if any, and restart the vehicle to tag association for eligible CAV and other Special Access Plan vehicles according to the Business Rules.						
1.11.4.	**Transponder Inventory Recycling**						
	The Contractor will test returned transponders and return to usable inventory those that meet the Business Rules.						
1166	The Contractor shall provide the capability to process returned transponders back into the BOS for reissue when the transponders appears to be in good condition and has not reached the end of its useful life.						
1167	The Contractor shall receive and return to inventory and issue the customer a credit according to the Business Rules.						

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1168	The Contractor shall provide the capability to assign returned transponders identified as being re-issuable to a box for tracking and reissue purposes.						
1.11.5.	**Transponder Testing**						
	Transponders shall be tested at multiple times in the lifecycle because transponders that are defective or not functioning reliably cause problems for the customers and the Authority and increase costs. The Equipment required for testing of transponder will be provided by the Authority.						
1169	The Contractor shall provide the capability to test transponders using the transponder reader/tester.						
1.11.6.	**Transponder Warranty Replacement for the Customer**						
	Functionality will be required to support customer warranty returns and replacements.						
1170	The Contractor shall develop transponder replacement Business Rules based on the transponder type, account type and age of the transponder.						
1171	The Contractor shall provide the capability for a customer to request a replacement transponder by all communication channels and at the WIC.						
1172	The Contractor shall provide the capability to create a Case for each replacement request initiated by the customer.						
1173	The Contractor shall provide the capability for customers to return their old transponder to a WIC and receive a replacement transponder or credit to their account immediately according to Business Rules.						
1174	The Contractor shall provide the capability for customers to return transponders to the Authority and receive a refund of the purchase price if the transponder is defective or unused within a Configurable time period.						
1175	The Contractor shall provide the capability to send the customer a self-addressed return envelope to send the old transponder(s) back if the customer contacts the BOS via all communications channels to return a transponder(s).						
1176	The Contractor shall provide the capability to send a replacement transponder to the customer upon the receipt of a replacement request.						
1177	The Contractor shall provide the capability to track the return of the old transponder and update the account upon the successful receipt of the old transponder.						
1178	The Contractor shall provide the capability to generate Alerts if an account has more than a number (Configurable) of replacement claims.						
1.11.7.	**Inventory Warranty and Returns to Manufacturer**						
1179	The Contractor shall provide the capability to enter, modify and delete transponder manufacturer information, including but not limited to: · name; · contact person; · full address; · phone numbers; · rules for returns and · minimum number of transponders per return shipment.						
1180	The Contractor shall provide the capability to create a Return to Manufacturer (RMA) number and associated packing list by manufacturer for each RMA shipment.						
1181	The Contractor shall provide the capability for the opening, tracking and closing of RMA shipments by RMA number.						
1182	The Contractor shall provide the capability to add or remove specific items from an RMA shipment.						

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1183	The Contractor shall provide the capability to track warranty payment or replacement transponders due from the manufacturer for returns under warranty.						
1184	The Contractor shall provide the capability to pro-rate the warranty period of the returned transponder based on the warranty left on the transponder identified for warranty return.						
1185	The Contractor shall provide the capability to accept a spreadsheet that maps old transponders to the new transponders in order to identify the remaining warranty.						
1.12. Customer Portals							
	The Authority will be responsible for the Self-Service Website with exception of the "my account" section, which is the responsibility of the Contractor.						
	Customers can obtain access to their accounts via customer portals which include the Self-Service Website and the Self-Service Mobile Application (Phase II and optional). These customer portals provide access to real-time account data. The Self-Service Website allows customers to establish accounts, manage their accounts and manage Violations.						
1.12.1.	**Self-Service Website**						
1186	The Contractor shall have experienced internal resources and/or partners with significant, demonstrable Self-Service Website development expertise in using the latest frameworks, tools, navigation and look and feel to optimize the customer experience.						
1187	The Self-Service Website shall have a sophisticated, standards-driven, front-end framework that is device and browser agnostic, and is completely responsive to all mobile devices.						
1188	The Contractor's solution shall facilitate the use of single code bases that can be delivered across platforms and devices and streamline the primary and Regression Testing required when deploying Software updates and Enhancements.						
1189	The Contractor shall be responsible for the "my account" portion of the Self-Service Website only. The Contractor shall be responsible for hosting the entire Self-Service Website including Authority controlled content.						
1190	The Contractor shall provide the capability for the Authority's designated users to access and update Authority provided content to static pages in accordance with Approved change management procedures.						
1191	The Contractor shall use the header/footer provided by the Authority and the Contractor shall be responsible for formatting header/footer in accordance to the Authority portion of the website, including all further updates, Upgrades and Enhancements to the application.						
1192	The Contractor shall provide a secure Self-Service Website in English and Spanish and all external Interface portals, that shall be compatible with the versions most utilized by the public and future version releases of the following browsers, including but not limited to: · Microsoft Internet Explorer; · Microsoft Edge Browser; · Mozilla Firefox; · Google Chrome; · Apple Safari; · any other browser reaching five percent market penetration, as Approved by the Authority and · smartphone/tablet/mobile browsers.						

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1193	The Contractor shall provide the capability for customers to perform all actions or get information they might ask of a CSR on the Self-Service Website, with certain exceptions based on following a process requiring a specific user role, interaction with a CSR or due to security concerns.						
1194	The Contractor shall provide the capability for customers to view, export and print all statements.						
1195	The Contractor shall provide capability for a customer to search the website for key words or key phrases.						
1196	The Contractor shall provide quick links to most frequently used pages.						
1197	The Contractor shall provide Web navigation optimized for speed regardless of the Web browser used on the secure Self-Service Website.						
1198	The Contractor shall provide the capability to support the expiration of cookies.						
1199	Detect and advise users of the Self-Service Website if the browser used is old or not supported.						
1200	The Contractor shall provide a Self-Service Website accessible on a range of mobile devices, irrespective of differences in presentation capabilities and access mechanisms, including but not limited to smartphones and tablet computers.						
1201	The Contractor shall provide a Self-Service Website that paginates content in various ways corresponding to differences in viewing device characteristics. The navigation structure of the site, and its technical realization shall vary according to the device class being served.						
1202	The Contractor shall provide a Self-Service Website that supports the latest versions of mobile operating systems, including but not limited to: · Apple iOS; · Android Web operating system; · Windows Phone operating system and · any other browser reaching five percent market penetration, as Approved by the Authority.						
1203	The Contractor shall provide a Self-Service Website that supports the latest versions of mobile browsers, including but not limited to: · Safari; · Google Chrome and · any other browser reaching five percent market penetration, as Approved by the Authority.						
1204	The Contractor shall provide Self-Service Website and Self-Service Mobile Application (Phase II and optional) analytics tools that supports all required browsers for the measurement, collection, analysis and reporting of internet data for purposes of understanding and monitoring performance, optimizing website usage, business and market research and to assess and improve the effectiveness of the Self-Service Website. The Web analytics tools shall track all usage on the Self-Service Website including but not limited to: · number of individual hits by screen; · number of specific activities performed; · number of page views; · number of repeat visitors versus new visitors; · bounce rate; · abandonment rate; · usage reports, for example click-through and navigation reports that monitor efficiency in navigation; · continual monitoring of total time to load the website;						

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	· continual monitoring of website page load times;						
	· continual monitoring of individual element load times;						
	· continual monitoring of login availability and						
	· continual monitoring of overall application availability.						
1205	The Self-Service Website and Self-Service Mobile Application (Phase II and optional) analytics tools shall be integrated with the PMMS for notification of performance issues.						
1206	The Self-Service Website and Self-Service Mobile Application (Phase II and optional) shall provide Configurable real-time reporting for all services monitored and data collected.						
1207	The Contractor shall provide a Self-Service Website that supports the addition of sponsored advertisements Approved by the Authority.						
1.12.1.1.	**Account Access and Security**						
1208	The Contractor shall provide the capability to control the features and capabilities available to customers based on the account type.						
1209	The Contractor shall provide the capability for a customer to select a PIN upon account establishment.						
1210	The Contractor shall provide the capability for a customer to create a username and password upon account establishment. · The web server shall support username and password strength requirements as determined during the Implementation Phase and documented in the Business Rules and · the web server shall support two-factor authentication and provide user configurability to enable or disable.						
1211	The Contractor shall provide the capability for a user account session time out after a period of inactivity (Configurable).						
1212	The Contractor shall provide the capability for an Authorized User to set, based on user-role, the length of inactivity time before a session time out.						
1213	Prevent customers from accessing the BOS after a number of failed login attempts (Configurable) within an amount of time (Configurable) and send an Alert message to the PMMS.						
1214	The Contractor shall provide the capability for the BOS to automatically reset the customers' access to the BOS after a Configurable amount of time has elapsed since the last unsuccessful login attempt.						
1215	The Contractor shall provide the capability for Authorized Users to reset the customer's access to the BOS after the customer's access has been locked due to unsuccessful log on attempts.						
1216	The Contractor shall provide the secure capability, without Authorized User interaction, for customers to gain online access to their existing account(s) when they have forgotten their username and/or password. Data necessary to gain online access shall differ depending on account type.						
1217	The Contractor shall provide the capability to upon the first logon require the user to complete up to five (5) security challenge questions and answers for use in future account access.						
1218	The Contractor shall provide the capability to reset the PIN.						
1219	The Contractor shall provide the capability to reset the password with requirements for password strength and reuse of previous password restrictions.						
1220	The Contractor shall provide the capability to change username.						
1221	The Contractor shall provide the capability to manage (add/delete/modify) security questions.						
1.12.1.2.	**Account Establishment and Maintenance**						
	The Contractor shall provide an account creation process that logically leads a customer via the Self-Service Website through all of the necessary steps to create an account including, but not limited to:						

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1222	· Account type; · Account plan; · Name (primary and secondary); · Contact information (billing and shipping); · Email address; · Vehicle information; · Transponder requests; · Payment information; · Statement and correspondence method of delivery; · Opt-in for various communications (texts, e-blasts, statements. marketing) and · Opt-in for customer survey.						
1223	The Contractor shall provide the capability for a customer with an Unregistered account to open a Registered account without having to enter the name, address or vehicle information including the vehicle effective date equal to the first Violation transactions. The customer shall be able to make a single payment for the Violation amount due and the account establishment amount.						
1224	The Contractor shall provide on-screen guidance to the customer via the Self-Service Website during the account creation process regarding missing or improperly formatted information. the customer shall not be able to move to the next step until the required information is provided in the appropriate format and the proper action shall be clearly identified.						
1225	The Contractor shall provide the capability when opening a new account to automatically identify other account(s) associated with that account name or address and create a Case to allow a CSR to determine whether or not the account is a duplicate.						
1226	The Contractor shall provide the capability for the selection of account type and account preferences during the establishment of an account based on anticipated usage and other requirements.						
1227	The Contractor shall provide the capability, when adding contact information, to assist the customer by requiring zip code be entered first, then providing a pre-populated city and stat. Upon entry of a street address, the BOS should populate options for selection in the USPS standardized address format.						
1228	Require that the Authority's terms and conditions and privacy policy are acknowledged and a record of that acknowledgment saved in the BOS prior to establishing an account.						
1229	The Contractor shall provide the capability for customers to set and modify preferred communication channels.						
1230	The Contractor shall provide the capability for the customer to update all information on their account.						
1231	The Contractor shall provide the capability to require a customer to accept revised account terms and conditions and privacy policy upon log in if a change is made to the account terms and conditions or privacy policy.						
1232	The Contractor shall provide the capability for electronic email address confirmation during the account creation process. For example, an email is sent to the email address provided with a link by which the customer can confirm they have control of the account. Upon validation, the BOS shall allow for the account creation process to be completed.						
1233	The Contractor shall provide the capability for any subsequent additional email addresses added, to perform the email address validation process prior to finalizing the entry on the account. A message shall be displayed indicating the email address shall not be added until the validation process is complete.						

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1234	The Contractor shall provide the capability for sending an account summary/profile to the customer upon a successful account creation process. The account summary/profile shall also be provided in a printer-friendly format.						
1235	The Contractor shall provide the capability for customers to specify "how did you hear about us?" during the account creation process.						
1236	The Contractor shall provide the capability for customers to be asked a series of marketing questions (Configurable).						
1237	The Contractor shall provide customers with a running amount due (details and summary) as they proceed through the account set-up process including but not limited to: · account fee at time of account establishment; · prepaid balance amount; · transponder cost amount and · Violation amounts.						
1238	The Contractor shall provide the capability for a customer to close his/her Registered account.						
1.12.1.3.	**Payment Processing**						
	To provide a customer experience that is intuitive, efficient and meets the needs of a self-service oriented customer, the BOS must provide a well-designed and logical customer self-service payment setup and management process						
1239	The Contractor shall provide the capability to determine the payment methods available (Configurable) based on account type.						
1240	The Contractor shall provide the capability for the manual replenishment (via existing payment methods on the account) of Registered accounts.						
1241	The Contractor shall provide the capability for the customer to set up an automated recurring replenishment via Credit Card and ACH.						
1242	The Contractor shall provide the capability for violators to view the images (in compliance with PII requirements) associated with the Notice of Toll Evasion Violation and Notice of Delinquent Toll Evasion Violation and make payments or initiate a dispute by entering the pertinent dispute information.						
1243	The Contractor shall provide the capability to automatically create a Case and populate it with all pertinent information when a violator disputes a Notice of Toll Evasion Violation and Notice of Delinquent Toll Evasion Violation.						
1244	The Contractor shall provide the capability for the violator to upload file(s) supporting the dispute and automatically associate those files to the Case.						
1245	The Contractor shall provide the capability for violators to make a payment and have it applied towards a specific item on the account or the entire balance due, for example Violation Notices, penalties and fees.						
1246	The Contractor shall provide the capability to Configure whether or not to allow partial payments for Violation-related activity.						
1247	The Contractor shall provide the capability to allow for the payment of Violations and an account replenishment with one payment.						

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1248	The Contractor shall provide the capability for a customer to intuitively and efficiently add the violating license plate/vehicle to an account, for which they have login access, and have the BOS verify to the customer that the license plate has been added and the transactions/trips have Posted. Provide the capability to notify the customer of any fees and assess those fees to the account in accordance with the Business Rules. If the transactions/trips cannot Post to the account or the license plate cannot be added, in real time the BOS shall notify the customer of the issue and ask the customer to contact the CSC.						
1249	The Contractor shall provide the capability, in accordance with the Business Rules, for a customer to intuitively and efficiently establish an account via a "sinner to saint" process offered to violators that meet certain criteria. The BOS shall verify that the account has been created, the license plate/vehicle has been added and transactions/trips have Posted. Provide the capability to notify the customer of any fees and assess those fees to the account in accordance with the Business Rules. If the transactions/trips cannot Post to the account or the license plate/vehicle cannot be added, in real time the BOS shall notify the customer of the issue and ask the customer to contact the CSC.						
1250	The Contractor shall provide the capability that once a Violation transaction/trip is transferred to an account, all other eligible Violations automatically transfer to the account in Accordance with the Business Rules.						
1251	The Contractor shall provide the capability during the Violation payment process to notify Interoperable/CTOC Agency customers of the process and time constraints for updating their account to allow for the Posting of the transactions/trips to their account through the Interoperable/CTOC Agency.						
1252	The Contractor shall provide the capability to allow for a primary and secondary Credit Card and provide a processing sequence for when to process each or let the customer select via the website for a one-time payment.						
1253	The Contractor shall provide the capability for Violation transaction/trip payments using only the license plate number, Plate Type, Jurisdiction and/or other information (Configurable and based on Business Rules) for authentication.						
1254	The Contractor shall provide the capability to prevent customers from making payments in excess of a Configurable amount based on account type.						
1255	The Contractor shall provide the capability to configure whether or not customers are allowed to make payments to their accounts for amounts in Collections.						
1256	The Contractor shall provide the capability to display a confirmation page that includes payment method details (Credit Card numbers obscured) and amount to be paid prior to customer being allowed to submit a payment.						
1257	The Contractor shall provide a clear summary of charges to be processed and require customer confirmation prior to processing payment.						
1.12.1.4.	**Vehicles, License Plates and Transponders**						
1258	The Contractor shall provide the capability for customers to request and pay (sale) for new transponders.						
1259	The Contractor shall provide the capability for the customer to request a replacement transponder indicating which transponder is being replaced and the BOS should automatically determine the age of the transponder to determine if there is a charge for the replacement according to the Business Rules.						

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1260	The Contractor shall provide the recommended number and types of transponders in accordance with the customer request and the Business Rules.						
1261	The Contractor shall provide the capability to identify vehicles which require an external transponder and Flag them for an external headlamp transponder.						
1262	The Contractor shall provide the capability for customers to deactivate a transponder.						
1263	The Contractor shall provide the capability to allow for the deactivation of a transponder and reactivation of a transponder.						
1264	The Contractor shall provide the capability for customers to add, delete and update a beginning and end date/time for a specific vehicle and license plate at the account level. For example, a customer may wish to add a vehicle on the account for a limited amount of time.						
1265	The Contractor shall provide the capability to identify temporary plates and include the expiration date for use in reminding the customer to provide the permanent plate. The temporary plate and permanent plate shall be properly linked with the vehicle and account to facilitate proper System processing and customer service.						
1266	The Contractor shall provide the capability for customers to add a license plate number to an account with a back dated start date and time. The allowable back date period shall be Configurable. Upon back dating provide the customer with the amount due allowing for a one-time payment for the amount due or payment from the prepaid balance.						
1267	The Contractor shall provide the capability for customers to add, delete and manage vehicles.						
1268	The Contractor shall provide drop down lists of vehicle makes and models.						
1269	The Contractor shall provide the capability to inform the customer at the time of addition if a vehicle plate is active on another account and have them confirm that they want to continue with the addition.						
1270	The Contractor shall provide the capability to identify motorcycle vehicle plates using the DMV plate configuration and Flag them for an external headlamp transponder.						
1271	The Contractor shall provide the capability to allow the customer to indicate a disabled plate or disabled veteran plate and upload the required supporting documentation and flagging the account for approval by a CSR.						
1272	The Contractor shall provide the capability to identify qualified clean air vehicles through the DMV file or customer provided documentation through a document upload and Flag for Clean Air Vehicle validation.						
1273	The Contractor shall provide the capability (Configurable) for customers to upload a file with vehicles and associated information, using an intuitive and user-friendly process that supports multiple data formats, for example delimiter-separated data or Excel. Functionality shall include but not be limited to: · a browse button to locate the file; · validation of the file prior to import (invalid files shall not be imported, and an error message shall be presented); · on-screen feedback of successful processing by indicating the number of vehicles imported and · send email Notification of successful import.						
1274	The Contractor shall provide a downloadable sample vehicle file and data definition document with instructions for each supported format.						
1275	The Contractor shall provide detailed instructions regarding the process to upload vehicle information.						
	The Contractor shall provide the capability to automatically identify account(s) associated with a license plate being added to an account, including but not limited to:						

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1276	· violator account with unresolved Violations;						
	· accounts in bad standing;						
	· accounts closed in bad standing;						
	· accounts with debt in Collections;						
	· accounts in bankruptcy and						
	· accounts where the license plate is active on another account.						
1277	The Contractor shall provide the capability to either (determined during design) automatically initiate a Case and direct the customer to call the CSC or get a warning and allow the customer to proceed when the license plate they are attempting to add to their account is active on another account, other than a rental car account.						
1.12.1.5.	**Notifications**						
1278	The Contractor shall provide the capability for customers to log in, view and print the Notifications associated with their account.						
1279	The Contractor shall provide the capability for customers to view and print past account statements or invoices, or to generate an on-demand account statement or invoice (in both PDF or CSV formats), based on selection criteria for all account types.						
1280	The Contractor shall provide the capability for violators to view and print Violation Notices including all associated Violation images.						
1281	The Contractor shall provide the capability to access Violation Notices, citations and/or collection letters associated with Unregistered accounts and make payments. These documents can be accessed by the violator using the vehicle license plate number and Jurisdiction and the violator account number (or other information to be defined during the Implementation Phase).						
1282	The Contractor shall provide the capability upon logging into the account, provide the customer with customized special messages regarding their account such as credit card expired, payment declined, temp plate expired, pay by plates occurring on a specific vehicle.						
1283	The Contractor shall provide the capability to display Notifications (Configurable), including but not limited to:						
	· allowable Flags related to the account;						
	· transponder in certain status, for example, lost or stolen;						
	· dispute status;						
	· payments and						
	· other information which the Authority wants presented to the customers and other website visitors.						
1.12.1.6.	**Website – Other Functionality**						
1284	The Contractor shall provide the capability to view transactions history and associated vehicle images for each Image-Based Transaction/Trip. The Contractor shall properly address PII compliance during design.						
1285	The Contractor shall provide the capability to initiate disputes.						
1286	The Contractor shall provide the capability for a customer to upload a file, including pdf, all Microsoft Excel and Word files, text files, all types of image files and csv files, and have it associated to the account and Case, if applicable. Such uploads shall be structured within a specific process where a category can be assigned and a Case opened for an Authorized User to verify, for example additional evidence for a dispute, or police report for a stolen vehicle.						

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1287	The Contractor shall provide the capability to limit the types of transactions, screens and activities customers can access via the Self-Service Website based on account type, including but not limited to: · account Flags; · account balance; · account status; · based on Security Standards and PII and · based on Business Rules.						
1288	The Contractor shall provide the capability to automatically create a contact record in the account history for contacts made via the Self-Service Website.						
1289	The Contractor shall provide the capability for customers to enroll in various Account Plans.						
1290	The Contractor shall provide the capability for customers to enter promotion codes on their accounts.						
1291	The Contractor shall provide the capability for customers to set "opt in" and "opt out" options for certain Notification types, including but not limited to: · statements; · account -related Notifications; · texts; · marketing/newsletters and · customer surveys.						
1292	The Contractor shall provide the capability for customers to enter requests or customer feedback and add a feedback category via drop-down menu options.						
1293	The Contractor shall provide the capability to open a Case.						
1294	The Contractor shall provide the capability to create Cases for customer requests including but not limited to: · requests for new accounts; · toll charges to their account; · general customer requests via "contact us"; · inventory requests; · disputes and · request for call back.						
1295	The Contractor shall provide the capability to view Case(s) associated with the account.						
1296	The Contractor shall provide secure chat capabilities where account holders can exchange messages with an Authorized User.						
1297	The Contractor shall provide page(s) for information on hours of operation and locations for WICs.						
1298	The Contractor shall provide page(s) for information on hours of operation and phone numbers for the CSC.						
1299	The Contractor shall provide page(s) for general information about tolls and toll collection.						
1.12.2.	**Self-Service Mobile Application (Phase II and Optional)**						
	The Contractor shall provide a Self-Service Mobile Application.						
1300	The Contractor shall provide a Self-Service Mobile Application specifically designed to operate with smartphones and tablets.						
1301	The Contractor shall provide the capability to access the native functionality of the mobile device to provide enhanced account management and payment functionality. For example, access to the camera or to mobile payment options.						

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1302	The Self-Service Mobile Application shall provide the same functionality and informational pages as the Self-Service Website, including but not limited to: · all account update functions; · all account transaction, payment and other history; · all payment functionality; · all notification functionality; · all transponder management functionality; · informational pages and · other functionality determined during the Implementation Phase.						
1303	The Contractor shall provide native mobile application capabilities on the Self-Service Mobile Application, including but not limited to: · push Notifications and · location-based Services.						
1304	The Self-Service Mobile Application shall provide access to the top five (5) United States mobile payment applications, as Approved by the Authority's, that require access to device specific functions.						
1305	The Contractor shall provide the capability for processing of all potential payments as well as account replenishment via the implemented mobile payment applications.						
1306	The Contractor shall provide a Self-Service Mobile Application that supports the addition of sponsored ads Approved by the Authority.						
1.13.	**Customer Contact Systems**						
1.13.1.	**Telephony Systems Requirements**						
	The Contractor is required to provide, operate and maintain the telephony system at all CSC and WIC locations (with the exception of the OCTA Store WIC).						
1307	The Contractor shall provide a telephony system including an automated call distributor (ACD) that is fully integrated with the BOS for capable of simultaneously handling inbound/outbound customer calls, all CSC Operations calls and on-site BOS personnel internal calls. The telephony system shall be capable of meeting all current and future capacity Requirements.						
1308	The telephony system shall meet all future capacity requirements.						
1309	The Contractor shall provide a telephony system meeting the following, including but not limited to: · fully integrated with the functional BOS; · fully integrated into the Desktop Environment; · fully integrated into all CSC Operations Facilities and · supports all related functional Requirements contained herein.						
1310	The Contractor shall provide a telephony system which is designed to meet the Performance Measures and availability Requirements.						
1311	The Contractor shall provide sufficient Session Initiation Protocol (SIP), or equivalent, to support 200 percent of the anticipated call volumes.						
1312	The Contractor shall provide a real-time telephony dashboard that allows the Authority and CSC management to monitor the call handling performance.						
1313	The Contractor shall provide full integration between the telephony system and the BOS, including but not limited to: · association of all customer inbound/outbound calls with the account;						

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			Required Inputs				
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
1313	· association of detail regarding the customer contact with the account, for example, wrap codes and ad-hoc Authorized User entered information and						
	· the availability, via the BOS application account screens, of all customer contact records.						
1314	The Contractor shall provide the capability for the telephony system to be trained to identify key words/phrases and notify an Authorized Users in real-time or upon request.						
1315	The Contractor shall provide an integrated CSR quality review functionality such that the reviewer can listen to the call, watch the recorded screen movements and score the call against the Configured criteria.						
1316	The Contractor shall provide the capability for CSRs to select and enter the reason(s) for the call.						
1317	The Contractor shall provide the capability for Authorized Users to add/delete/modify survey questions for an after-call survey.						
1318	The Contractor shall provide the capability for the telephony system to provide a survey for the customers after the call.						
1319	The Contractor shall provide the capability for Authorized Users to obtain the results of the after-call survey.						
1320	The Contractor shall provide the capability to allow a supervisor to monitor or participate in real time the phone conversations between the CSR and the customer and view CSR screen navigations, including but not limited to:						
	· just listen;						
	· listen and talk only to CSR (coach) and						
	· participate in a three-way call with the customer.						
1321	The Contractor shall provide the capability for the Authority to remotely and non-intrusively monitor live calls.						
1322	The Contractor shall provide the capability for the Authority to remotely review all recorded calls randomly of specifically categorized by, including but not limited to:						
	· CSR;						
	· call subject;						
	· specific customer account;						
	· call date/time;						
	· escalation and						
	· customer behavior.						
1323	The Contractor shall provide the capability for English and Spanish language options.						
1324	The Contractor shall provide automated call routing based on customer selections. For example, if the customer selects the Spanish language option and then wishes to pay a Violation Notice, the call is sent to a Spanish-speaking CSR with the ability to accept payments.						
1325	The Contractor shall provide automated call distribution, including conditional routing to qualified Authorized Users.						
1326	The Contractor shall provide for call routing based on conditions, including but not limited to:						
	· time of day;						
	· day of week;						
	· Holiday schedule;						
	· planned outage;						
	· wait times (Configurable) and						

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	· call volumes (Configurable).						
1327	The Contractor shall provide the capability for Authorized Users to configure the relevant parameters related to call handling, including but not limited to:						
	· service levels;						
	· skill levels;						
	· language selection;						
	· phone number and hours of operation for contact center;						
	· locations of WICs;						
	· remote/other call handling locations;						
	· conditional escalations;						
	· prioritization of queues;						
	· call routing rules;						
	· call recording rules;						
	· call wait-time rules;						
	· music on hold selections and						
	· message on hold selections.						
1328	The Contractor shall provide the capability to specify and manage service levels.						
1329	The Contractor shall provide the capability to notify Authorized Users regarding service level performance.						
1330	The Contractor shall provide the capability to automatically move contacts between service groups to meet service levels and key performance indicators.						
1331	The Contractor shall provide the capability to prioritize contacts.						
1332	The Contractor shall provide the capability to reprioritize contacts in queue.						
1333	The Contractor shall provide the capability to restrict outbound calling to only specific users.						
1334	The Contractor shall provide the capability to make outbound pre-recorded calls.						
1335	The Contractor shall provide the capability to manage outbound call campaigns.						
1336	The Contractor shall provide the capability to manually initiate automated outbound calls to accounts that meet specified criteria (for example, initial collections activities based on information provided by the Collections Agencies).						
1337	The Contractor shall provide the capability for Authorized Users to be designated for both outbound and inbound calling.						
1338	The Contractor shall provide the capability to record and activate new initial messages to be heard by all callers, for example Maintenance messages that the IVR is down or that the CSC is closing early.						
1339	The Contractor shall provide the capability for virtual queuing, which allows customers to hang up while still keeping their place in the queue and receive a call a back when it is their turn rather than waiting on hold.						
1340	The Contractor shall provide the capability to notify callers of the estimated wait time either on hold or for a call back.						
1341	The Contractor shall provide expected wait time messages during the time the customer is on hold.						
1342	The Contractor shall provide recorded audio while customers are on hold.						
1343	The Contractor shall provide the capability to record messages to be played to on-hold customers.						
1344	The Contractor shall provide for the interspersing of music for pre-recorded on-hold messages.						

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1345	The Contractor shall provide computer telephony integration to the BOS to display the user account, including but not limited to: · screen pop based on inbound caller ID; · screen pop based on caller-entered information and · screen pop notifying CSR that customer has successfully authenticated.						
1346	The Contractor shall provide the capability for all inbound and outbound calls to be recorded.						
1347	The Contractor shall provide the capability to prevent recording, transmitting, or storage of Credit Card information within or through the BOS or OCTA network, for example, for the purpose of tokenization, transfer the warm call to the Merchant Service Provider for payment and once payment is completed transfer back to CSR.						
1348	The Contractor shall provide workforce management tools, including but not limited to: · forecasting contact volume based upon historical trends; · managing key performance indicators; · dashboard monitoring of key performance indicators; · real-time reports for monitoring key performance indicators and · call recording on demand or automatically.						
1349	The Contractor shall provide supervisory management tools, including but not limited to: · manage call recording profile by Authorized User; · chat electronically with Authorized Users; · silently monitor calls; · initiate a three-way call; · remove the Authorized User from the call; · access real-time agent performance statistics and · access real-time group performance statistics.						
1350	The Contractor shall provide the capability for Authorized Users (for example Authority staff) to remotely access real-time and historical performance information, including but not limited to: · overall customer call queue information; · all wait time and call handling times; · specific call queue information, for example, information about only the Spanish queue or the dispute queue; · chat queue information; · key performance indicators and · active Authorized Users.						
1.13.2.	**IVR System**						
	The IVR System allows allow customers to perform all actions that they might ask of a CSR with the exception of certain functions that are specific to the role of an Authorized User, for example adding certain Account Plans or changing the name on an account. The IVR must provide all required functions in both English and Spanish.						
1351	The Contractor shall provide sufficient IVR processing capacity to support 200 percent of the anticipated call volumes and shall have the capability to provide additional capacity on-demand.						
1352	The Contractor shall provide the capability to configure the IVR System, including but not limited to: · allowable number of failed authorization attempts; · allowable number of invalid responses and						

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	· allowable idle time.						
1353	The Contractor shall provide the capability to view and configure the phone tree in graphical manner.						
1354	The Contractor shall allow for custom IVR messages to be immediately recorded and inserted as needed and requested.						
1355	The Contractor shall provide the capability for standard messages to be rotated in the IVR as needed or requested.						
1356	The Contractor shall provide the capability for an Authorized User to have role-based access to the system to make all types of common IVR changes.						
1357	The Contractor shall provide directed dialog natural language speech recognition for all IVR services, recognizing the customers voice for identity verification, option selections, navigation and customer-provided information such as account information, Violation number, plate number, etc., and for customer accessing of account and all other information provided by the IVR.						
1358	Support bi-lingual (English and Spanish) interaction, and the Contractor shall provide the Interface that supports bi-lingual options for customer interaction.						
1359	Support various modes of operation, including but not limited to: · CSC open hours when the IVR and CSR options are available to service the customer; · CSC off-hours when only the IVR is available to service the customer and · conditions where the BOS is not functional, CSC is not open for operations, but the IVR System is operational.						
1360	The Contractor shall provide the capability to verify customer identity and authorization prior to transferring the customer to a CSR. The verification authorization process shall be automated to minimize any delays for the customer.						
1361	The Contractor shall provide the capability to pop-up the customer account or Violation information on the BOS screen so the CSR has all the pertinent information available prior to the call being received by the CSR.						
1362	The Contractor shall provide for the retention of account number, Violation Notice number or other entered information (excluding any Credit Card information) to be made available to the CSR who takes the call should the customer exit the IVR and wish to speak to a CSR.						
1363	The Contractor shall provide the capability for the caller to execute multiple options within the same call, for example return to previous menu and repeat prompt options.						
1364	The Contractor shall provide English and Spanish speaking customers the ability to respond to the IVR by pressing designated keypad buttons on their phone or saying a response.						
1365	The Contractor shall provide a single IVR recording voice talent per supported language and have consistency in voice volume and intonation throughout the Operations and Maintenance Phases.						
1366	The Contractor shall provide the capability to fully integrate with the Merchant Service Provider Credit Card information while maintaining compliance with tokenization and PCI DSS Requirements.						
1367	The Contractor shall provide the capability for customers to manage their account.						
1368	The Contractor shall provide the capability for customers to access the account using the PIN and one other piece of information, including but not limited to: · caller ID (ANI); · account number; · license plate number; · transponder number and						

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	· Violation Notice number.						
1369	The Contractor shall provide the capability to limit the types of transactions and activities customers can access via the IVR based on account types, including but not limited to: · account Flags; · account balance; · account status; · Account Plan; · account type and · Business Rules.						
1370	The Contractor shall provide the capability for customers to add, edit and remove Credit Cards associated with the account.						
1371	The Contractor shall provide the capability for customers to make a one-time payment to the account.						
1372	The Contractor shall provide the capability for customers to enroll in auto replenishment and configure replenishment information.						
1373	The Contractor shall provide the capability for customers to make a payment using an existing payment method on the account without having to re-enter the payment method information.						
1374	The Contractor shall provide the capability to accept Credit Card payments via tokenized method.						
1375	The Contractor shall provide the capability to prevent customers from making payments in excess of an amount based on account type (Configurable).						
1376	The IVR shall not store any of the Credit Card information that is input, including in recordings and logs.						
1377	The Contractor shall provide detailed tracking of payments processed via the IVR.						
1378	The Contractor shall provide an audio summary for the customer, including payment method details (last specific number of digits on the Credit Card) and amount, and request confirmation prior to allowing the customer to submit a payment.						
1379	The Contractor shall provide the capability for customers to make a payment and have it applied toward the account balance or a specific item on the account.						
1380	The Contractor shall provide the capability for violators to make a payment and have it applied toward a specific item on the account.						
1381	The Contractor shall provide the capability for customers to obtain the last "x" number of toll transactions (Configurable).						
1382	The Contractor shall provide the capability for customers to obtain the last "x" number of Financial Transactions (Configurable).						
1383	The Contractor shall provide the capability for customers to obtain the balance on the account.						
1384	The Contractor shall provide the capability for customers to request statements with the option to select the delivery method.						
1385	The Contractor shall provide the capability for customers to add, edit and remove vehicles and license plates from the account.						
1386	The Contractor shall provide the capability for customers to order transponders and mounting strips.						
1387	The Contractor shall provide the capability for customers to report lost/stolen transponders.						
1388	The Contractor shall provide the capability for customers to update the PIN.						
1389	The Contractor shall provide the capability for customers to hear Notifications that have been sent.						
1390	The Contractor shall provide the capability for customers to receive a confirmation by preferred channel when account updates or payments are made via the IVR.						

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No.	Requirements	Compliance Y - Yes N - No*	Status B-Base Product M-Base Modified D-New Development NP-Not Provided*	If Applicable Customer Name and Location	Source O-Offeror S-Sub T-Third Party NA-Not Applicable	If Applicable Subcontractor Name and/or 3rd Party Product/Vendor	Comments *Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
					Required Inputs		
1391	The Contractor shall provide the capability to automatically create a contact record in the account history for contacts made via the IVR.						
1392	The Contractor shall provide IVR System reports that help determine how the IVR is functioning and its effectiveness, including but not limited to:						
	· the number of calls routed to the IVR;						
	· abandon rate;						
	· account Maintenance activities performed;						
	· payments processed;						
	· transaction history accessed;						
	· customer support requests;						
	· general information obtained and						
	· the number of calls transferred to a CSR from the IVR.						
1.13.3.	**Email**						
1393	The Contractor shall provide the capability to service and manage inbound/outbound customer emails.						
1394	The Contractor shall acquire new email domains Approved by the Authority for use by the new BOS;						
1395	The Contractor shall provide the capability for CSRs to select and enter the reason(s) for the email.						
1396	The Contractor shall provide the capability to respond to customer inquiries with pre-completed (canned) responses that provide variable inputs.						
1397	The Contractor shall provide the capability to estimate and/or program the response time to a customer's email.						
1398	The Contractor shall provide the capability to send e-blast emails to all customers with an email address.						
1399	The Contractor shall provide the capability for English and Spanish language options.						
1400	The Contractor shall provide automated email distribution, including conditional routing to qualified Authorized Users.						
1401	The Contractor shall provide the capability to prevent recording or accepting of Credit Card information in email communication.						
1402	The Contractor shall provide full integration between the email system and the BOS in association with the account such that emails are able to be viewed from the customer account in BOS.						
1403	The Contractor shall provide automated reporting of all email correspondence by subjects (wrap codes) and response times.						
1.13.4.	**Fax**						
1404	The Contractor shall provide the capability to service and manage inbound/outbound customer faxes.						
1405	The Contractor shall provide the capability for CSRs to select and enter the reason(s) for the fax.						
1406	The Contractor shall provide full integration between the fax system and the BOS in association with the account such that faxes are able to be viewed from the customer account in BOS.						
1407	The Contractor shall provide automated reporting of all fax correspondence by subjects (wrap codes) and response times.						
1.13.5.	**Chat**						
1408	The Contractor shall provide the capability to service and manage inbound customer chat sessions.						
1409	The Contractor shall provide the capability for CSRs to select and enter the reason(s) for the chat.						
1410	The Contractor shall provide the capability to respond to customer inquiries with pre-completed (canned) responses that provide variable inputs.						

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1411	The Contractor shall provide the capability to estimate and/or program the response time to a customer's chat request.						
1412	The Contractor shall provide the capability to configure the ability to respond to multiple chat sessions concurrently.						
1413	The Contractor shall provide the capability to provide a survey for the customers after the chat.						
1414	The Contractor shall provide the capability for English and Spanish language options.						
1415	The Contractor shall provide the capability for the customer to have a full record of the entire chat session emailed to them.						
1416	The Contractor shall provide the capability to record the full chat session.						
1417	The Contractor shall provide automated chat request distribution, including conditional routing to qualified Authorized Users.						
1418	The Contractor shall provide the capability to prevent recording or accepting of Credit Card information in chat sessions.						
1419	The Contractor shall provide full integration between the chat system and the BOS in association with the account such that chats are able to be viewed from the customer account in BOS.						
1.13.6.	**Text**						
1420	The Contractor shall provide the capability to service and manage inbound customer text sessions.						
1421	The Contractor shall provide the capability for CSRs to select and enter the reason(s) for the text.						
1422	The Contractor shall provide the capability to respond to customer inquiries with pre-completed (canned) responses that provide variable inputs.						
1423	The Contractor shall provide the capability to estimate and/or program the response time to a customer's text request.						
1424	The Contractor shall provide the capability to provide a survey for the customers after the text.						
1425	The Contractor shall provide the capability for English and Spanish language options.						
1426	The Contractor shall provide the capability to record the text responses.						
1427	The Contractor shall provide automated text distribution, including conditional routing to qualified Authorized Users.						
1428	The Contractor shall provide the capability to prevent recording or accepting of Credit Card information in text communication.						
1429	The Contractor shall provide full integration between the text system and the BOS in association with the account such that text messages are able to be viewed from the customer account in BOS.						
1.14.	**Financial Requirements**						
	These financial Requirements describe the functionality that must be present in the BOS for the Authority to service customers and to record financial activity related to the BOS in its general ledger system.						
	The Authority use a modified accrual method of accounting and prepare financial statements in accordance with GAAP and GASB using a June 30 Fiscal Year end.						
	It is important that revenues associated with tolls are presented separately from other revenues (for example, fees and fines) and separated by Toll Facility. The Authority utilizes reports detailing historical collections to analyze and estimate future revenues from Violations. For this reason, it is important that the reporting enables the Authority to analyze the period in which Violations occurred versus the period in which those Violations were paid.						

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No.	Requirements	Required Inputs					
		Compliance	Status	If Applicable	Source	If Applicable	Comments
		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	Prepaid tolls shall be deposited to a Bank Account held by the Authority until such time as an action on the account causes such funds to be depleted. Such actions include but are not limited to: customer incurring tolls on an OCTA Toll Facility; customer incurring tolls on an Interoperable Agency Toll Facility; account incurring a fee; returned check being processed on the user account; customer requesting a refund and customer requesting account closure.						
	The BOS is the conduit between the Authority and customers; Interoperable Agencies, and Third-Party Service Providers. The Contractor shall reconcile all transactional and financial interactions between the BOS and customers; Interoperable Agencies and Third-Party Service Providers. The Contractor also shall also reconcile all transactional and financial interactions between the BOS and the Authority.						
1.14.1.	**General Financial Requirements**						
	Financial reports shall not change once the Revenue Day is closed. The Revenue Day is typically closed by a semi-automated process once a series of reconciliations is performed to ensure all transactions have been appropriately received and processed. While immaterial variances and discrepancies (for example, if a handful of transactions were not processed) may be corrected after the Revenue Day has been closed, material discrepancies (for example, an entire unprocessed payment or transaction file) must be corrected before the Revenue Day is closed. Once the Revenue Day is closed, any adjustments or corrections to transactions that occurred in that Revenue Day must be made in the current Revenue Day.						
	The Authority does not intend to use the BOS as its general ledger system, nor does the Authority intend to feed data from the BOS automatically to its general ledger. The Authority intends to use exports and reports from the BOS to record the financial entries into the Authority's financial system. The BOS must utilize GAAP-compliant methods to record financial activity between the Toll Facilities and the BOS and between the BOS and customers; Interoperable Agencies and Third-Party Service Providers.						
1430	The Contractor shall provide an integrated, Configurable, GAAP-compliant accounting Module for all transactions.						
1431	The Contractor shall provide for double entry recording of all Financial Transactions.						
1432	Separate financial data shall be maintained for each CTOC Agency, each Interoperable Agency, each Collection Agency and each Third-Party Service Provider.						
1433	The Contractor shall create automatic journal entries for recording and tracking all transactions and payment events.						
1434	The Contractor shall develop a journal entry template for every BOS transaction that impacts revenue, liability balances (for example, Registered or Unregistered accounts) or asset balances (for example, accounts receivable) to be Approved by the Authority.						
1435	The Contractor shall provide an audit trail for each transaction, which shall reflect the source of each transaction, all adjustments to the transaction and the current status of the transaction and/or the final disposition of the transaction.						
1436	Every payment that resulted in a receivable being marked paid shall be traceable to the receivable(s) it paid.						
1437	Every paid receivable shall be traceable to one or more payments that were allocated to its payment.						
1.14.2.	**Transaction Recording**						

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	Toll transactions are initiated by an originating Toll Facility through transmission of a transaction/trip from the ETTM System, through a CTOC Interface or through an Interoperable Agency Interface to the BOS and Posted to user accounts or otherwise processed. The Authority is currently Interoperable with all California toll agencies through their participation in CTOC. The Authority intends to become Interoperable with other Interoperable Agencies outside of CTOC during the Term of the Agreement. These transactions also are Posted against the Financial Accounts. These include transactions such as a toll or a fee and the transaction activities that affect them, such as billing a transaction or sending it to collections. All transactions and transaction activities are recorded against Financial Accounts.						
1438	Record all BOS activities, including but not limited to: · when a new transaction/trip is received from the ETTM System; · when an amendment is made to a transaction/trip by the BOS; · when an amendment is made to a transaction/trip by a Collection Agency; · when a new or amended transaction is received from a CTOC Agency; · when a new or amended transaction is received from an Interoperable Agency; · when a fee, penalty or any transaction is assessed by the BOS; · when a fee, penalty or any transaction is collected; · when a fee, penalty or any transaction is waived, voided or otherwise reversed; · when a fee, penalty or any transaction is adjusted and · when there is a change in the status or workflow stage of a fee or penalty or another transaction.						
1439	All entries to the BOS shall consider payable and receivable balances between, including but not limited to: · the customer and the BOS; · the BOS and the Authority; · the BOS and Collection Agency; · the BOS and CTOC Agencies; · the BOS and Interoperable Agencies and · the BOS and Third-Party Service Providers.						
1440	The BOS shall provide the capability of recording a payable to or receivable from the Authority, a Collection Agency, a CTOC Agency, an Interoperable Agency, or a Third-Party Service Provider simultaneously with the recording of a customer payment against a transaction.						
1441	Create all financial entries as individual records, which may be used in combination with other financial entries to make a net effect, but do not allow the original entry to be modified.						
1442	Ensure each debit entry to a Financial Account has a corresponding and equal credit amount and each credit entry to a Financial Account has a corresponding and equal debit amount so the Financial Accounts balance at all times.						
1443	The Contractor shall provide reports in summary and in detail on the Financial Accounts. BOS reports shall be provided that reconcile to the Financial Accounts.						
1.14.2.1.	**Fee and Penalty Transaction Recording**						
	Fees and penalties are charged to customers at a variety of different escalations in status or workflow stage, including but not limited to: · when a Notice of Toll Evasion Violation is generated; · when a Notice of Delinquent Toll Evasion Violation is generated; · when transactions/trips are accepted for Registration Hold;						

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	· when transactions/trips are sent to Collections and						
	· when a FasTrak account is sent to Collections.						
	Fees may also be charged when certain transactions/trips are Posted to an account, including but not limited to returned checks, non-sufficient funds (Credit Cards) chargebacks, failed FasTrak account replenishment, Excessive I-Tolls and for accounts below the Insufficient Balance Threshold.						
	Fees and penalties can be incurred at the trip level or at the account level.						
1.14.3.	**Customer Transaction Settlement**						
	Customer transaction settlement is the payment of tolls, fees and penalties by the customer. Customer transaction settlement also includes any payment reversals, chargebacks and refunds.						
	Funds collected from customers and Interoperable facilities are deposited into Bank Account(s) established by the Authority. Payments are issued from these accounts(s) including:						
	1. Customer Refunds issued by check to customers.						
	2. Payments are made to Interoperable facilities.						
	3. Funds are deposited and held in a BOS Bank Account until refunded to customers, paid to Interoperable Agencies or distributed to the Authority.						
1.14.3.1.	**Customer Payments**						
	Payments and other receipts shall be processed by the BOS in accordance with the following Requirements:						
1444	Payments are collected from the following payment sources. The number and names of payment sources shall be Configurable and include but are not limited to: · merchant accounts; · DMV; · Collections; · Lockbox (optional); · check payments; · cash payments (processed at WICs); · Interoperable Agencies and · Franchise Tax Board.						
1445	The Contractor shall provide the capability to establish deposit accounts within the BOS and map those deposit accounts to BOS Modules, including but not limited to Financial Account, deposit reports and bank reconciliation. For example, deposits to the Lockbox Bank Account (if the Contractor elects to use one) are recorded in the Financial Account associated with the Lockbox Bank Account.						
1446	The Contractor shall provide the capability to map deposits by payment source to default Bank Accounts. For example, deposits received from the Merchant Service Provider are mapped in the BOS as received from the Merchant Service Provider and being deposited to the Bank Account to which the Merchant Service Provider makes its deposits.						
1447	The Contractor shall provide the capability to capture the bank deposit date and associate it with the payment transaction.						
1448	Funds shall be disbursed from the following payment sources. The number of names of payment sources shall be Configurable and include but are not limited to: · customer Refund Account; · Interoperable Agency and · Authority remittance account.						

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				Required Inputs			
1449	The Contractor shall provide the capability to establish disbursement accounts within the BOS and map those disbursement accounts to BOS Modules, including but not limited to Financial Account, disbursement reports and bank reconciliation.						
1450	The Contractor shall provide the capability to map disbursements by disbursement type to default disbursement accounts.						
1451	Payments shall be applied to account balances on a Configurable basis (default order is automatically assigned by the BOS).						
1452	The default Posting order can be manually overridden by Authorized Users.						
1.14.3.2.	**Disbursements**						
	Disbursements will be made to customers for overpayments and refunds and also made to the Authority, CTOC Agencies, Interoperable Agencies, and Third-Party Service Providers.						
1453	The BOS shall support the processing of disbursements, including but not limited to: · customer refunds; · settlement with the Authority; · settlement with CTOC Agencies; · settlement with Interoperable Agencies, and · settlement with Third-Party Service Providers.						
1454	The Contractor shall provide the Configurable capability to automatically identify accounts that are eligible for refund processing and present those refunds for review and approval based on various activities on the account (require review before a refund would be processed), including but not limited to: · closing of an account; · unapplied payments (for example, a payment that has been received and deposited but cannot be Posted to an account and needs to be refunded); · overpayment on an account and there are no outstanding Violations or unbilled tolls that need to be paid and · overpayment of a Violation and there are no other outstanding Violations or toll transactions/trips that need to be paid.						
1455	The Contractor shall provide the capability for an optimized and streamlined (minimized number of steps) process for refunds based on the original transaction and confirm such refunds are reflected on the user account history. For example, upon receipt of a customer request to close an account and after the appropriate waiting period has elapsed, an Authorized User shall have the capability to Approve a refund without the need to research and indicate refund method and, in the case of Credit Card refunds, select or input the card number; the BOS shall have the capability to automatically allocate Approved refunds to the correct refund type and card number.						
1456	The Contractor shall provide the capability to issue refunds to the payment method that was used to create the credit balance.						
1457	The Contractor shall provide the capability to issue electronic refunds (for example, by Credit Card) to the Credit Card used to make the payment, including but not limited to those Credit Card that are not stored on the user account. For example, the BOS can utilize a payment reference number to trace back to a payment method without the need for the BOS to retain the card information.						

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					Required Inputs		
1458	The Contractor shall provide the capability to issue refunds by check if the account does not provide for an electronic method or if the electronic method is invalid (for example, if the Credit Card is expired).						
1459	If required in order to comply with the merchant agreement or any other agreements or regulations, the Contractor shall provide the capability to issue a single refund using more than one payment method. For example, a single refund amount may be issued to multiple Credit Cards and/or by check.						
1460	The Contractor shall provide the capability to issue refunds by check for overpayments on, including but not limited to: · prepaid tolls; · Violations; · fees and · penalties.						
1461	The Contractor shall provide the capability to prevent refunds of greater than the amount of the original transaction amount or the prepaid balance, adjusted for overpayments and any prior refunds.						
1462	The Contractor shall provide the capability for automated processing of Approved refunds after a Configurable hold period.						
1463	The Contractor shall provide the capability to send an Operational Alert Notification to the PMMS when eligible refunds are due.						
1464	The Contractor shall provide the capability to expedite a refund if the customer requests to have a refund issued before the Configurable hold period has elapsed, for example when a customer is due a refund because a check was cashed for the wrong amount due to CSR error.						
1465	The Contractor shall provide the capability to require authorized approvals for refunds. For example, refunds in excess of a Configurable amount or refunds for goodwill credits for which there is no associated payment are routed for approval through Cases.						
1466	The Contractor shall provide the capability to track and associate all refunds to the original payment on the account.						
1467	The Contractor shall provide the capability to display detailed Credit Card settlement activity for refunds by payment method.						
1468	The Contractor shall provide the capability to prevent the automatic issuance of refunds if the account has an outstanding balance due; such refunds require the approval of an Authorized User through Cases.						
1469	The Contractor shall provide the capability to send a refund Notification electronically and/or by mail to all customers who are issued a refund.						
1.14.3.3.	**Escheatment (unclaimed property)**						
	The BOS shall allow for comments to be entered in accounts that are eligible for Escheatment and a Flag shall be available to indicate when an account was subjected to Escheatment procedures.						
1470	The Contractor shall provide the capability to enter comments and update statuses and Flags to indicate that an account was subjected to Escheatment procedures.						
1471	The Contractor shall provide the capability to identify any unclaimed funds as candidates for the Escheatment process.						
1472	The Contractor shall provide the capability to identify any unclaimed funds as subjected to the Escheatment process.						
1.14.3.4.	**Write-Off of Unpaid Balances**						

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	The BOS shall have the capability of processing Write-Offs at the Authority's discretion. The BOS must accommodate both automatic and manual Write-Off of unpaid balances and Toll Transactions. These Write-Offs will include bulk Write-Offs of a group of transactions which meet Configurable criteria and individual transactions/debts. This process shall be conducted in an efficient and streamlined manner. The BOS shall provide reporting detailing balances subject to Write-Off and the details of the transactions/debts written-off.						
1473	The Contractor shall provide the functionality to accept payment on transactions/trips that have been written-off, for example reverse the Write-Off in the amount of the payment and apply the payment.						
1474	The Contractor shall provide for Write-Off codes which shall provide the selection of a Write-Off reason for each transaction.						
1475	The Contractor shall provide for the Write-Off of individual transactions by Authorized Users.						
1476	The Contractor shall provide for the bulk Write-Off of transactions by Authorized Users.						
1477	The Contractor shall provide the capability for the BOS to automatically Write-Off transactions/debts based on Business Rules, for example, Write-Off balances after X Configurable days if no action.						
1478	The Contractor shall provide for the cessation of status or workflow stage and collection effort following Write-Off.						
1479	The Contractor shall provide the capability to require a reason for each Write-Off, for example, debt reduction negotiation or debt older than "x".						
1480	The Contractor shall provide the capability for the BOS or the applicable Authorized User to select the appropriate Write-Off reason.						
1481	The Contractor shall provide the capability to search for types of debt and Write-Off the selected group of debts. Types of debts include but at not limited to: · fees; · penalties and · tolls.						
1.14.4.	**Reconciliation and Settlement – General Requirements**						
	Balancing and reconciliations are integral to the BOS operation. Therefore, these processes shall be integrated within the BOS.						
	The Contractor shall provide a BOS capable of handling reconciliations within the BOS, as opposed to on spreadsheets or through other mechanisms outside the BOS. For example, the BOS shall be capable of accepting data from the bank(s) and Merchant Service Provider(s) to reconcile Credit Card deposits within the BOS. Exceptions shall be tracked as Cases within the BOS and reconciliation reports are generated by the BOS. The BOS shall not require that data be exported from the BOS, from the bank(s) and from the Merchant Service Provider(s) to be combined, compared and reconciled in a spreadsheet.						
1482	The BOS shall track and reconcile 100 percent of the transactions it receives from the ETTM System.						
1483	All BOS transaction reconciliation shall be based on Revenue Day which, for transactions/trips, is the Revenue Date transmitted in the transactions/trips; for operations and payments activities, it is the day the event occurred.						
1484	The Contractor shall provide the capability to close a Revenue Day upon the final reconciliation of the transactions and revenue. The completion of the Revenue Day closure process finalizes the counts and revenue for the Revenue Day. Upon the closure of the Revenue Day the data on Revenue Day reports shall not change.						

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1485	The Contractor shall provide the capability to close a Revenue Month similar to the Revenue Day closure process.						
1486	The last Revenue Day of a Revenue Month shall remain open for adjustments until both the Revenue Day and the Revenue Month have been closed.						
1487	The Contractor shall provide the capability to close a Revenue Year similar to the Revenue Month closure process.						
1488	The last Revenue Day of a Revenue Year shall remain open for adjustments until the Revenue Day, Revenue Month and Revenue Year have been closed.						
1489	The Contractor shall provide the capability to investigate and correct all exceptions and discrepancies identified during the process. For example, if the total of the bank deposits does not equal the total of bank deposits per the BOS, then detailed reports relating to the deposits in question must be available. Corrections shall be made and Approved by Authorized Users.						
1490	All reports shall indicate the status of the reconciliation. For example, when a user runs a report containing data for a Revenue Day which has not yet been closed, the report shall contain some indication the data in the report is preliminary or subject to change.						
1491	The Contractor shall provide the capability to record fees in the BOS, for example merchant fees and bank fees.						
1.14.4.1.	**Banking Reconciliation and Settlement**						
1492	The Contractor shall provide the capability to reconcile all financial activity, including but not limited to: · deposits; · credits; · disbursements; · returned items and · chargebacks.						
1493	The Contractor shall provide for the daily Balancing of activity at the transaction level by Payment Type.						
1494	The Contractor shall provide for the identification of exceptions by transaction.						
1495	The Contractor shall provide the capability to allow Authorized Users to make adjustments to exceptions and reprocess the automated reconciliation.						
1496	The Contractor shall provide the capability to open a Case for reconciliation exceptions.						
1.14.4.2.	**Bank Deposit Reconciliation and Settlement**						
	The BOS deposits funds collected by mail and in the WICs. These funds are deposited by the BOS directly into BOS Bank Accounts in accordance with the flow of funds depicted in Figure 1 3 Customer Transaction Settlement. These deposits must be balanced and reconciled on a daily basis and monthly basis.						
1497	The Contractor shall provide an automated Interface to reconcile bank deposits.						
1.14.4.3.	**Reconciliation and Settlement with Merchant Service Provider**						
	The BOS initiates Credit Card transactions with one or more Merchant Service Providers. Funds collected through the merchant accounts by the Merchant Service Provider are deposited directly into BOS Bank Accounts in accordance with the flow of funds depicted in Figure 1 3 Customer Transaction Settlement.						
1498	The Contractor shall provide an automated Interface to reconcile transactions initiated with the Merchant Service Provider(s).						
1.14.4.4.	**Reconciliation and Settlement with Lockbox (optional)**						

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	The BOS utilizes a Lockbox Service Provider to process customer check payments. Payments sent to the Lockbox will be processed by the Lockbox Service Provider and deposited directly into BOS Bank Accounts in accordance with the flow of funds depicted in Figure 1 3 Customer Transaction Settlement.						
1499	The Contractor shall provide an automated Interface to reconcile Lockbox Service Provider deposits.						
1.14.4.5.	**Reconciliation and Settlement with the Authority**						
	The daily reconciliations between the ETTM System and the BOS shall address transactions and payments.						
	The transactional reconciliations shall be handled by the BOS. The ETTM System will transmit a transaction/trip to the BOS, which the BOS shall acknowledge and thereafter begin the Posting/billing process.						
	The reconciliations related to payments shall address payments being made by the BOS to the Authority. These payments are a result of payments being collected from customers, processed and remitted to the Authority in settlement of balances due.						
1500	The Contractor shall provide the capability to track payables and receivables between the BOS and the Authority based on customer payments, payment reversals and Posting of payments to transactions/trips.						
1501	The Contractor shall provide the capability to track payables to and receivables from the Authority based on BOS remittances to these entities. For example, when a settlement payment is made to the Authority, the Authority's payable Financial Account is debited and the Financial Account corresponding to the Bank Account from which the payment is made is credited.						
1502	The Contractor shall provide electronic Notification of daily reconciliation and monthly settlement to the Authority. For example, Authorized Users at the Authority receive an Alert (which could be an email including the completed reconciliation as an attachment or link) when the daily reconciliation is completed and Revenue Day closed.						
1503	The Contractor shall provide for reconciliation of daily activity and transactions with the Toll Facilities.						
1.14.4.6.	**Reconciliation and Settlement with CTOC Agencies and Interoperable Agencies**						
	The BOS shall remit funds collected from customers to the CTOC Agencies and Interoperable Agencies in accordance with the following Requirements:						
1504	The Contractor shall provide the capability to track payables and receivables between the BOS and the CTOC Agencies and Interoperable Agencies based on customer payments, payment reversals and Posting of payments to transactions/trips.						
1505	The Contractor shall provide the capability for the credit memo process to handle disputes and credits initiated by customers of CTOC Agencies.						
1506	The Contractor shall provide the capability to track payables to and receivables from the CTOC Agencies and Interoperable Agencies based on BOS remittances to the CTOC Agencies and Interoperable Agencies. For example, when a settlement payment is made to an Interoperable Agency, the Interoperable Agency payable Financial Account is debited and the Financial Account corresponding to the Bank Account from which the payment is made is credited.						
1507	The Contractor shall provide electronic Notification of daily reconciliation and settlement of CTOC Agencies and Interoperable Agencies to the Authority. For example, Authorized Users at the Authority receive an Alert (which could be an email including the completed reconciliation as an attachment or link) when the daily reconciliation is completed and Revenue Day closed.						

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		Required Inputs					
1508	The Contractor shall provide for reconciliation of daily activity and transactions/trips with the CTOC Agencies and Interoperable Agencies in accordance with the applicable Interoperability agreement(s).						
1509	The Contractor shall provide capability to generate periodic invoice for CTOC and Interoperable Agency toll charges. The invoice shall be based on reconciled files for each month even if the reconciliation files were received in the following month. Any manual adjustments during the invoice period shall be included in the invoice with the necessary Credit/Debit Memo as identified in the CTOC User Fee Agreement. Payments from Interoperable/CTOC Agencies shall be Posted against the invoice.						
1510	The Contractor shall provide capability to enter invoices from CTOC Agencies and Interoperable Agencies to match that with the files in the BOS including any Credit/Debits that were authorized by the Interoperable/CTOC Agency. Payments to the CTOC Agency or Interoperable Agency shall be made after the reconciliation of the invoice with the BOS.						
1.14.4.7.	**Reconciliation and Settlement with Third-Party Service Providers**						
1511	The Contractor shall provide for reconciliation of daily activity and transactions with Third-Party Service Providers.						
1.15. Searches							
	Customers routinely contact the CSC by phone, through the IVR and through the Self-Service Website without knowing their account number, PIN or vehicle license plate numbers. The BOS is expected to provide quick, yet secure access to an account when a customer can positively identify him/herself as the account holder.						
1.15.1.	**Search General**						
1512	The Contractor shall provide comprehensive on-screen, drill-down capabilities from summary levels down through the most detailed transaction level, including images if available.						
1513	The Contractor shall provide the capability to initiate a search from any screen in the BOS and return to the original location after completing the search.						
1514	The Contractor shall provide the capability to select a record in the results grid and view the details and then return to the previous results grid to view additional items without having to re-enter the search criteria or re-run the search.						
1515	The Contractor shall provide the capability to select record(s) to use in actions, for example obtaining detailed record information from the search results grid.						
1516	The Contractor shall provide the capability to manipulate the field in grid results for all searches, including but not limited to: · drag and drop fields and columns to shift the order they appear; · sort by any fields shown on the grid; · sort alphanumerically by any fields shown on the grid; · sort by multiple fields (for example, sort by last name and then first name and then address so that all results with the last name "Smith" shall be sorted by first name and all the results with the name "John Smith" shall be sorted by address); · add a field to the grid and · remove a field from the grid.						
1517	The Contractor shall provide advanced search capabilities where fields can be picked from a drop-down list and added to the effective criteria to be applied toward the search or report. Drop-down lists shall dynamically narrow down the available selection list as the Authorized User is typing.						

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1518	The Contractor shall provide the capability to use single and multiple character "wildcards" along with other commonly used search methods in all applicable fields of the search screens. A wildcard is a character used as part of the search criteria to represent one or more unspecified characters. The BOS shall not require the use of wildcards in lieu of leaving the field blank.						
1519	Searches shall have an optimized data fetching algorithm so BOS performance is not impacted by large result sets.						
1520	The Contractor shall provide the capability to specify a date range for any date in the search.						
1521	The Contractor shall provide the capability to specify a number range for any number in the search, for example, account numbers 1055 – 2000.						
1522	The Contractor shall provide the capability to search by any field, combination of fields and field ranges.						
1523	The Contractor shall provide comprehensive multi-field search criteria on all reports and screen searches. Search criteria shall include all fields and related attributes found in the search results grid.						
1524	The Contractor shall provide the capability to search, by full or partial value using wildcards and view all stored information regarding transactions, images, statements, Violation Notices, account activity and Notifications for user selected criteria, including but not limited to the following fields. Some search criteria may be available only in conjunction with other search criteria (for example, paid transactions enabled only if an account number is specified): · transaction ID; · transaction type; · location of transaction (Toll Facility, plaza, zone/lane); · transaction number; · transaction Date; · transaction Date range; · transaction Posting Date; · transponder type; · transponder number; · license plate number; · license Plate Type; · license plate Jurisdiction; · account number; · customer name (last, first, middle, suffix); · customer address (street, city, state, ZIP) and type of address; · Authorized User ID; · statement, Violation Notice or invoice number; · account Flags; · address type; · bad address; · Violation number; · transaction disposition status (for example, paid); · payment type; · payment receipt number; · payment method; · check, money order or cashier's check number;						

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		Y - Yes N - No*	B-Base Product M-Base Modified D-New Development NP-Not Provided*	Customer Name and Location	O-Offeror S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	*Comment required if "No" in Column C or "Not Provided" in Column D, optional otherwise.
	· Payment Token and Credit Card expiration date;						
	· transaction amount and						
	· comments.						
1.15.2.	**Transaction/Trip Search**						
1525	The Contractor shall provide the capability to search for and deliver all transactions/trips which meet the search criteria regardless of in the status of the transaction/trip or the status of the account to which the transaction/trip is assigned.						
1526	The Contractor shall provide the capability to search for transactions/trips which meet the search criteria with the result delivering multiple transactions, if applicable.						
	· transaction/trip ID;						
	· transaction/trip type;						
	· location of transaction/trip (Toll Facility, Toll Zone/lane);						
	· transaction/trip number;						
	· transaction/trip Date;						
	· transaction/trip Date range;						
	· transaction/trip Posting Date;						
	· transaction/trip reason code;						
	· transponder type;						
	· transponder number;						
	· license plate number;						
	· license Plate Type;						
	· license plate Jurisdiction;						
	· account number;						
	· Authorized User ID;						
	· statement, Violation Notice or invoice number;						
	· Violation number;						
	· transaction disposition status (for example, paid, unknown at DMV or written-off);						
	· Payment Type;						
	· payment receipt number;						
	· payment method and						
	· transaction/trip amount.						
1.15.3.	**Account Search**						
1527	The Contractor shall provide the capability to search for accounts which meet the search criteria with the result delivering multiple accounts.						
1528	The Contractor shall provide the capability to search by key fields and identify potential duplicate accounts.						
	The Contractor shall provide the capability for Authorized Users to search and view all information related to a specific account. This shall include the complete detailed account history since account inception and capability of filtering and sorting by type of information, including but not limited to:						
	· toll transaction/trip;						
	· Financial Transaction;						
	· Notifications (includes letters and Violation Notices);						
	· Registration Holds placed and released;						

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				Required Inputs			
1529	· Collections Placements;						
	· Evidence Packages;						
	· Cases opened and closed;						
	· all payment related events, including replenishment failures;						
	· account statuses changes;						
	· complete address history;						
	· complete email address history;						
	· complete vehicle history (what plates were active on the account and when);						
	· complete change tracking (what data was changed, when and by whom);						
	· last account access by the customer and via channel;						
	· date and time of last toll transaction;						
	· date and time of last Financial Transaction;						
	· transponder activities and statuses and						
	· account Maintenance activities.						
1530	The Contractor shall provide the capability to display the account running balance in Posting Date chronological order.						
1.15.4.	**Case Search**						
1531	The Contractor shall provide the capability to search and view all stored information regarding Cases, including but not limited to:						
	· summary information;						
	· Toll Facility, if applicable;						
	· Case number (uniquely identifies the Case record);						
	· priority (out of a predefined range);						
	· source of Case;						
	· status;						
	· number of days since creation;						
	· number of days since last Authorized User access/action;						
	· due date and time;						
	· total time spent working on the Case;						
	· total time spent by a specific Authorized User or specific department;						
	· related accounts and/or records;						
	· description/free-form notes on the account;						
	· date of action;						
	· time of action;						
	· Authorized User who took action;						
	· time required for action and						
	· action description (free-form data or notes section).						
	The Contractor shall provide the capability to search and view Case management, including but not limited to:						
	· total number of open Cases;						
	· total number of open Cases, per department;						
	· total number of open Cases, per Authorized User;						
	· total number of open Cases by type;						

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					Required Inputs		
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1532	· total number of overdue Cases;						
	· total number of processed Cases;						
	· total number of Cases processed per unit of time;						
	· total number of Cases processed per department;						
	· total number of Cases processed per Authorized User;						
	· response time statistics – overall;						
	· response time statistics, per department and						
	· response time statistics, per Authorized User.						
1.15.5.	**Comment Search**						
1533	The Contractor shall provide the capability to identify and retrieve comment records into a search results grid, including but not limited to:						
	· individually by category;						
	· summarized by category;						
	· individually by time period and						
	· summarized by time period.						
1.15.6.	**Transponder Search**						
1534	The Contractor shall provide the capability when searching by transponder number to display all accounts the transponder has ever been associated with including account number, account type, the date and time the transponder was added to and removed from the account and the current status of the transponder on each account. For example, this search might yield two accounts with the transponder identified as being Active on one account and lost on the other.						
1535	The Contractor shall provide the capability when searching by transponder number to display all Notifications issued related to that particular transponder. For example, this search might yield an "Excessive I-Toll" Notification and a "transponder recall Notification" for a particular transponder.						
1536	The Contractor shall provide the capability when searching by transponder number to display all statuses the transponder has been in along with the date and time the transponder entered that status.						
1537	The Contractor shall provide the capability when searching by transponder number to display all inventory locations which the transponder has been in along with the date and time the transponder was placed in each location.						
1.15.7.	**License Plate Search**						
1538	The Contractor shall provide the capability when searching by license plate and Jurisdiction to display all accounts the license plate has ever been associated with and all Notifications issued related to that license plate. For example, this search might yield two accounts and five Violation Notices for a particular license plate.						
1539	The Contractor shall provide the capability when searching by license plate and Jurisdiction combination to display all transactions that license plate and Jurisdiction combination has ever been associated with regardless of the transaction status. For example, this search might yield two transactions in Paid status, one in Collections, three Posted to an account as I-Tolls and one awaiting inclusion on a Violation Notice for a particular license plate and Jurisdiction combination.						
1.15.8.	**Notification Search**						
	The Contractor shall provide the capability to search by and view all stored information regarding Notifications, including but not limited to:						
	· first name;						

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	Required Inputs						
1540	· last name;						
	· mailing address;						
	· Notification Type, for example, statement, Credit Card expiration, Violation Notice or account establishment Notification;						
	· distribution channel;						
	· creation date;						
	· quality review date;						
	· print date;						
	· mail date;						
	· date that action on the Notification is due;						
	· date(s) of any change in Notification piece status;						
	· name of the Authorized User(s) who performed the quality review and Approved the Notification for mailing;						
	· return mail (if applicable);						
	· account number;						
	· transponder number;						
	· license plate number and Jurisdiction;						
	· dollar range associated with the Notification and						
	· dollar amount associated with the Notification.						
1541	The Contractor shall provide the capability for Authorized Users to scan the barcode, scan line or Quick Response Code on BOS-issued returned Notifications and automatically be taken to the appropriate processing screen, including but not limited to:						
	· the account that the Notification belongs to;						
	· the appropriate Violation Notice processing screen and						
	· the Case the Notification belongs to.						
1542	The Contractor shall provide the capability for Authorized Users to scan and process BOS-issued returned Notifications in bulk where possible (for example, provide the capability to scan multiple pieces of return mail where no forwarding address was provided into the BOS for processing without the need to access each account one-by-one).						
1543	The Contractor shall provide the capability to allow Authorized Users to select and print Notification pieces directly from the Notification search screen.						
1544	The Contractor shall provide the capability to allow Authorized Users to select and print Notification pieces directly from the account.						
1545	The Contractor shall provide the capability to allow Authorized Users to email a PDF version of the Notification piece directly from the account.						
1546	The Contractor shall provide the capability to allow Authorized Users to download a PDF version of the Notification piece directly from the Notification search screen.						
1547	The Contractor shall provide the capability to allow Authorized Users to download a PDF version of the Notification piece directly from the account.						
1.16. Reporting Requirements							
	Because reporting is integral to the BOS, reporting functionality must be streamlined, quick, intuitive and user-friendly.						

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					Required Inputs		
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	The BOS is expected to deliver accurate reports in a usable format. The format of reports is different across various user groups that use the reports for different purposes. For example, the finance departments may desire some reports in an Excel format so the data can be manipulated and analyzed. Other reports may be more desirable in a PDF format to better guarantee the integrity of the report data for audit purposes. The BOS is expected to deliver all reports in a variety of selectable formats.						
	It also is expected that reports are flexible enough to allow users to make changes to reports "on the fly". For example, a report may include all the data elements required by a user for analyzing past due receivables with the exception of a single data field. The Authorized User must have the ability to add that data field to the report without the need for custom report generation or programming by the Contractor.						
	Some reports are best displayed as of a point in time (for example, receivable balances) while other reports are best displayed for activity over a range of time (for example, cash collected for a specific period of time). Users often have a need to generate reports that include historical balances as of the end of a particular Revenue Day. It is expected that the BOS track, calculate and maintain such Revenue Day-end balances such that retrieval of historical information is easily accomplished. Users also often have the need to generate reports that include information regarding historical transaction activity over a range of time both in summary and in detail. It is expected that the BOS provide the functionality to quickly and accurately deliver such reports to the user in a usable format.						
	Standardized reporting shall be achieved via canned and ad-hoc reporting interfaces using both the production database for real-time reporting and reports server/database for more complex, non-real-time and/or data intensive reports.						
	Reporting is a critical element of any business organization and is required by the Authority to:						
	· provide for transaction and revenue reconciliation and investigate discrepancies;						
	· monitor BOS and operational performance;						
	· monitor human performance and business process efficiency;						
	· ensure compliance to Performance Measures;						
	· reconcile toll transactions/trips to individual Toll Facilities;						
	· reconcile third-party financial and transactional interactions;						
	· assess the impact of policies and Business Rules;						
	· identify ways to improve the quality of service provided to customers;						
	· comply with reciprocity reporting Requirements and						
	· evaluate the success of the toll collections.						
	· Reports are broken into four broad categories:						
	· Informational Reports – provide information about transactions moving through the revenue cycle.						
	· Financial Management Reports – provide information which enables the Authority to record in its general ledger system the financial activity related to the CSC. These reports also enable the Authority to perform analyses on transactions submitted to the BOS for processing, including but not limited to analyzing billing, collection trends and Account Plan utilization.						
	· Operations Reports – provide the data necessary for the Contractor and the Authority evaluate the Contractor's performance against the Performance Measures and provide the reporting necessary to prepare and support the Contractor's monthly bill to the Authority. These operational reports also provide the Authority with the data necessary to monitor operational activities and the operations staff.						

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	· Interface Reconciliation Reports – provide the reports necessary to reconcile all Interfaces and also to demonstrate successful completion of the reconciliations by the Contractor.						
1.16.1.	**General Reporting Requirements**						
1548	The Contractor shall provide a BOS data fetching algorithm that is optimized for performance including bringing data into BOS screens and reports.						
1549	The Contractor shall provide BOS reports optimized for performance. Data shall be organized and summarized in a manner to allow for report generation within no more than five seconds of a report generation request for daily summary reports and no more than twenty seconds of a report generation request for monthly summary and annual summary reports. Reports batched or pre-generated shall be presented to the user within two seconds.						
1550	After the deployment and implementation of the BOS, if there is a need to create additional reports and modify implemented reports, the Contractor shall support such additions and/or modifications.						
1551	The Contractor shall provide ad-hoc reporting tool capabilities to Authorized Users to allow the creation and execution of custom reports from the reports server/database, including but not limited to: · drag-and-drop field functionality; · drill down functionality; · filtering; · parameter prompting; · formula support; · grouping; · sorting and · stored procedure and function support.						
1552	The ad-hoc reporting tool shall be COTS Software and be the latest version at the time of Acceptance Testing and field-proven to operate in a transaction intensive environment.						
1553	The Contractor shall provide reporting output in various formats (both compressed and uncompressed), including but not limited to: · Portable Document Format (PDF); · plain text format (TXT); · rich text format (RTF); · Microsoft Excel 2016 (or higher if Approved by the Authority); · delimiter-separated values; · HTML and · extensible markup language (XML).						
1554	The Contractor shall provide the capability for Authorized Users to retrieve full table exports from the reports server/database.						
1555	The Contractor shall provide the capability for Authorized Users to schedule the automatic execution and delivery of reports using various delivery methods, including but not be limited to: · email addresses; · direct to printer; · uniform naming convention (UNC) paths; · shared drives and · SFTP sites.						

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1556	The Contractor shall provide the capability for Authorized Users to schedule the automatic execution and delivery of reports for a variety of time periods, including but not limited to: · as of a specific time each day; · as of a specific day and time each week; · as of a specific day and time each month; · as of a specific date and time each month; · for a Revenue Day; · for a Business Day; · for a Calendar Day and · for a specific period of time spanning more than one day (for example 2:00:00am to 1:59:59am the following day).						
1557	The Contractor shall provide a dashboard application, including but not limited to: · fully Configurable, role-driven, browser-based solution that allows users to customize their own dashboards; · real-time display of data and processes and · drill-down capabilities from high level graphical display to the lowest level of supporting data.						
1558	The Contractor shall provide a comprehensive data dictionary that defines the structure of BOS databases in the production environment and the reports server/database. The data dictionary shall include but not be limited to: · what data is stored; · name, description and characteristics of each data element; · types of relationships between data elements and · access rights.						
1559	The Contractor shall provide a consistent user interface for all reports.						
1560	The Contractor shall provide for summary and detailed reports for all account activity on all user accounts, including but not limited to: · as of the current moment in time; · as of an historical moment in time; · for a range of Revenue Days (for example from 1/1/2016 to 1/3/2016, which shall deliver results for the Revenue Days 1/1/2016, 1/2/2016 and 1/3/2016) and · for a range of time (for example from 3:00am 1/1/2016 to 3:00am 1/3/2016).						
1561	The Contractor shall provide for reports of balances as of the end of any current or historical Revenue Day, in summary and in detail, for any or all user accounts.						
1562	The Contractor shall provide for summary and detailed reports for all account activity on all Financial Accounts, including but not limited to: · as of the current moment in time; · as of an historical moment in time; · for a range of Revenue Days (for example from 1/1/2016 to 1/3/2016, which shall deliver results for the Revenue Days 1/1/2016, 1/2/2016 and 1/3/2016) and · for a range of time (for example from 3:00am 1/1/2016 to 3:00am 1/3/2016).						
1563	The Contractor shall provide for reports of balances as of the end of any current or historical Revenue Day, in summary and in detail, for any or all Financial Accounts.						
	The reports shall meet the general objectives, including but not limited to:						